

FRIENDS of Joules

RETURNS

We hope you are completely happy with your order, however, if you happen not to be don't worry, returning your order is quick and easy.

If you wish to return your item(s), simply fill in this returns form and send it back to us with the item(s). Please affix the return address label below to the outside of your parcel. To receive a refund your item(s) must be sent back to us within 28 days and in the original condition and ideally in the original packaging. We recommend sending returns via a tracked and insured method. Please allow 10 working days for us to process your refund. Please note, this may be longer during sale periods. When your return is complete you'll receive a confirmation email.

For our full returns policy please refer to joules.com.

FAULTY

We take great pride in everything we do and are just as disappointed as you when things aren't up to scratch. If you have unfortunately received something that isn't up to the high standard you expect from Joules or our Friends, please call our Customer Service Team on **0345 2935 863** or email joulesteam@joules.com.

Your statutory rights are not affected. For the latest terms and conditions of our returns policy, please visit joules.com.

RETURN ADDRESS LABEL



NAME _____ EMAIL _____


ADDRESS _____

PHONE _____ ORDER NUMBER _____

REASON CODE Please complete the returns form below, telling us reasons for return.

- | | | | |
|------------------------------|-------------------------------------|------------------------------------|-----------------------------|
| 01 Recalled | 04 Too big | 07 Exceeds Best Before date | 10 Missing parts |
| 02 Faulty | 05 Too small | 08 Not fit for purpose | 11 Arrived too late |
| 03 Damaged on arrival | 06 Not as described/pictured | 09 Poor quality | 12 Incorrect product |

| PRODUCT NAME | QTY | REASON CODE | COMMENTS |
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NEED HELP? Speak to one of our team  0345 2935 863  joulesteam@joules.com

