

RETURN FORM



INVOICE NO: _____ MEMBERSHIP NO: _____
 NAME: _____
 ADDRESS: _____
 TELEPHONE: _____ MOBILE: _____
 EMAIL: _____

QTY	PRODUCT	COLOUR	SIZE	PRICE	REASON CODE	REASON FOR RETURN	INTERNAL USE
				£		1. Ordered for choice 2. Not liked 3. Too big 4. Too small 5. Fabric/material 6. Colour 7. Incorrect item 8. Arrived too late 9. Faulty (Please state) 10. Poor Quality 11. Other	
				£			
				£			
				£			
				£			
				£			
				£			
				£			
				£			
				£			
TOTAL REFUND DUE				£			

RETURN POLICY

PLEASE ENSURE ALL FIELDS ARE COMPLETED IN FULL, IN CASE OF INCOMPLETE OR WRONG DETAILS DIYA WILL NOT BE RESPONSIBLE FOR ANY DELAY IN PROCESSING YOUR REFUND. ADDITIONAL RETURN FORMS CAN BE DOWNLOADED FROM OUR WEBSITE DIYAONLINE.COM OR WRITTEN ON A SEPARATE SHEET OF PAPER.

UNSUITABLE ITEMS CAN BE RETURNED FOR A REFUND AS LONG AS THE ITEM/S IS COMPLETE, UNUSED AND IN ITS ORIGINAL PACKAGING WITH LABELS INTACT AND ATTACHED, WITHIN 12 DAYS OF RECEIPT. ALL COSTS OF RETURNING THE GOODS WILL BE INCURRED BY THE CUSTOMER. WE ARE UNABLE TO ACCEPT PIERCED JEWELLERY OR HAIR ACCESSORIES DUE TO HYGIENE REASONS. ALL REFUNDS WILL BE PROCESSED WITHIN 28 DAYS.

FOR MORE INFORMATION AND OUR FULL TERMS AND CONDITIONS PLEASE VIST OUR WEBSITE.

IF YOU WISH TO ORDER ANOTHER ITEM, A NEW ORDER CAN BE PLACED ONLINE OR VIA THE CALL CENTRE BY CALLING **0207 0434824**.

CUSTOMER NOTES

RETURN ADDRESS

Returns up to 1kg should be sent **2nd Class Recorded Delivery**, thereafter **1st Class Recorded Delivery**, or as advised by the Post Office.

DIYA

Returns Dept
 PO Box 2455
 Leagrave
 LU3 1YX

PHONE: 0207 0434 825
 EMAIL: admin@diyaonline.com

INTERNAL USE ONLY

DATE: _____
 TYPE: _____
 COST: _____
 STAFF: _____