

# RETURNS FORM

**MUSEUM  
SELECTION**

**Keswick House, Branthwaite Road,  
Workington, Cumbria, CA14 4ED**

Tel: **0333 240 6038**  
Email: **service@museumselection.co.uk**

**We hope you are pleased with your order.** If anything you have ordered does not live up to your expectations, our returns period for Christmas presents is extended – any item purchased between 1st October and 23rd December may be returned up to 14th January. Please ensure that the item is packed to arrive back to us in resalable condition. We are sorry but personalised items, food and self-assembly furniture (once partly or wholly assembled) cannot be refunded or exchanged unless faulty. Unless the item is faulty or was sent in error, return postage will be at your cost. It is important that the goods are returned in the best possible condition so please pack them appropriately.

## LARGE ITEMS

To return any large item or piece of furniture please first contact our customer services team.

## FAULTY OR INCORRECT GOODS

Should you believe an item to be faulty or incorrect, please contact Customer Services to discuss your concerns and for advice on returning the item at our expense.

## EXCEPTIONS

We are sorry but, food and self-assembly furniture (once partly or wholly assembled) cannot be refunded or exchanged unless faulty. Earrings may only be returned if the seal on the bag is unbroken (unless faulty).

## REFUNDS

We will refund you within 14 days of the goods being returned to us. If the order is returned in its entirety within 14 days, we will also refund your original delivery charge. **Please see our website for full terms and conditions.**

## CONTACT

Call our customer service team on **0333 240 6038** (Mon- Fri 9am - 6pm, Sat 9am - 5pm) or email **service@museumselection.co.uk**

## TO RETURN AN ITEM

This completed returns form must accompany your returns parcel. We recommend you obtain a Certificate of Postage as you are legally responsible for the goods until they reach us.

Our returns address is:

**Keswick House, Branthwaite Road, Workington, Cumbria, CA14 4ED**

## NAME & RETURNS REFERENCE

Name:

Return reference:

## FOR EXCHANGES ONLY

If the new items are cheaper, we will refund the difference. If the items cost more, please enter payment details below:

**Cheque Enclosed**

(Payable to Museum Selection) value:

£

**Charge my credit card**

Visa  MasterCard

Card No.

Expiry

/

Security Code

Signature

## REASON CODES (ENTER BELOW)

- |                                   |  |
|-----------------------------------|--|
| <b>M1</b> Damaged on arrival      | <b>M8</b> Too Small                        |
| <b>M2</b> Faulty                  | <b>M9</b> Delivered too late               |
| <b>M3</b> Wrong item received     | <b>M10</b> Not as described in catalogue   |
| <b>M4</b> Wrong item ordered      | <b>M11</b> Duplicated delivery             |
| <b>M5</b> Poor value for money    | <b>M12</b> Changed my mind                 |
| <b>M6</b> Quality not as expected | <b>M13</b> Not as illustrated in catalogue |
| <b>M7</b> Too large               |  |

## COMMENTS

PRODUCT CODE	DESCRIPTION	QTY	REASON CODE	EXCHANGE	REFUND	NEW ITEM CODE