



verymerryberry.co.uk
contact@verymerryberry.com

RETURNS FORM (I)

Affordable luxury for little people

Name: _____ Delivery Address: _____
Order number: _____
Total Paid: _____
Customer Email: _____
Customer Phone Number: _____

PLEASE KEEP THIS PAPER, AS IT WILL BE REQUIRED IN CASE YOU WISH TO RETURN ANY ITEMS

How does the returns process work?

You can return any item(s) within **30 days of purchase** (except for items that have been personalised), provided the items in question are unused and returned in the same condition in which they arrived.

Items that are returned in a damaged or soiled condition, or which have been altered in any way (including having their tags removed) will not be accepted for return. Please bear in mind that if an item came with a hanger, this needs to be returned as well.

Returned items can either be exchanged in accordance with our Exchange Policy, or a credit note issued, or a refund can be made to the same method of payment used to make the original purchase. Sale items may only be returned for an exchange or a credit note, and will not be refunded.

Please note that it can take up to **14 days** from your returning the item(s) to receiving your refund, but we'll process your refund immediately (it can take up to 5 days for the bank to transfer the funds to you).

Do I pay for return postage?

You will be responsible for the costs of returning the items, and you will not be entitled to a refund of such costs, unless the items delivered are incorrect or faulty, in which case we will reimburse any reasonable return shipping charges incurred by you in full. We are unable to issue refunds for items that we do not receive.

Faulty Items

In the unlikely event that you receive an incorrect or faulty item, you will be reimbursed any return shipping charges incurred. Please contact us within **7 working days of receipt**.

Exchanges

Exchanges can only be accepted for the same item(s) in a different size, subject to availability and will only be made once we have received the returned item(s). Items returned for exchange must be unused and returned in the same condition in which they arrived. Personalised items cannot be returned for exchange. Exchanges must also follow the returns policy outlined below.

RETURNS PROCEDURE:

To view our full Returns Policy please visit our website.

1. Please write to us at **contact@verymerryberry.com** quoting your order reference number, and indicating why you wish to return the item(s).
2. We will send an email reply with a **Returns Authorization Number**. This number **MUST** be quoted on the **RETURNS FORM (II)**.
3. The Returns Form should be placed inside the parcel when the item(s) are returned along with the original invoice.
4. Please also ensure that you quote your Returns Authorization Number in all future correspondence with us in relation to the returned item(s).
5. Please note that we will not accept any returns without a valid Returns Authorization Number.
6. You are responsible for paying the shipping costs of returning any item(s), these costs will not be refunded unless it is due to an error on our part.
7. Items lost in transit will **NOT** be treated as returned.

Make sure your items are securely wrapped and send your return to:

**Very Merry Berry,
c/o DMC Distribution Limited
Unit 5, Ensor House,
Ensor Way,
New Mills, High Peak,
SK22 4NQ**

PLEASE NOTE THIS IS ONLY A MAILING ADDRESS AND NOT A PHYSICAL STORE ADDRESS TO DELIVER OR COLLECT GOODS FROM.



● info@verymerryberry.co.uk
● Kemp House, 160 City Road, London, EC1V 2NX, UNITED KINGDOM.
● VAT Number 235822312 • Company Number 10030930



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PLEASE FOLLOW OUR RETURN GUIDELINES AND COMPLETE THE DETAILS BELOW.

WHAT ITEMS ARE YOU RETURNING?

REFERENCE	DESCRIPTION	QTY SENT	QTY RETURNED	ITEM PRICE	RETURN AUTHORISATION NUMBER	RETURNS REASON
						<input type="checkbox"/> I wish to exchange the item(s). <input type="checkbox"/> Return: Refund/Credit to original payment.
						<input type="checkbox"/> I wish to exchange the item(s). <input type="checkbox"/> Return: Refund/Credit to original payment.
						<input type="checkbox"/> I wish to exchange the item(s). <input type="checkbox"/> Return: Refund/Credit to original payment.
						<input type="checkbox"/> I wish to exchange the item(s). <input type="checkbox"/> Return: Refund/Credit to original payment.
						<input type="checkbox"/> I wish to exchange the item(s). <input type="checkbox"/> Return: Refund/Credit to original payment.
						<input type="checkbox"/> I wish to exchange the item(s). <input type="checkbox"/> Return: Refund/Credit to original payment.
						<input type="checkbox"/> I wish to exchange the item(s). <input type="checkbox"/> Return: Refund/Credit to original payment.
						<input type="checkbox"/> I wish to exchange the item(s). <input type="checkbox"/> Return: Refund/Credit to original payment.
						<input type="checkbox"/> I wish to exchange the item(s). <input type="checkbox"/> Return: Refund/Credit to original payment.
						<input type="checkbox"/> I wish to exchange the item(s). <input type="checkbox"/> Return: Refund/Credit to original payment.

IF YOU WOULD LIKE TO RECEIVE A REFUND, PLEASE INDICATE THE REASON(S) FOR YOUR RETURN HERE. TICK ALL THAT APPLY:

- | | | | |
|--|---|---|--|
| <input type="checkbox"/> 1. Wrong size | <input type="checkbox"/> 4. Didn't like colour | <input type="checkbox"/> 7. Too expensive | <input type="checkbox"/> 10. Wrong item sent |
| <input type="checkbox"/> 2. Didn't like style | <input type="checkbox"/> 5. Didn't like the quality | <input type="checkbox"/> 8. Gift return | <input type="checkbox"/> 11. Defective / damaged |
| <input type="checkbox"/> 3. Didn't like fabric | <input type="checkbox"/> 6. Changed mind | <input type="checkbox"/> 9. Arrived late | <input type="checkbox"/> 12. Other: _____ |