

CUSTOMER ORDER DETAILS

NAME:

ORDER DATE: ____/____/____

ORDER No:

PaintGlow™

Return Terms: Refunds will only be offered for faulty goods. For hygiene reasons we cannot accept back cosmetics unless they are deemed faulty. Wrongly supplied items, ie: we sent the wrong colour. We will exchange and send you the ordered item, provided it is in stock*. Returned items must be un-opened and in original packaging (unless faulty). We will only refund for items purchased directly via our website, if you purchased from one of our stockists please return it there.

*we reserve the right to send a suitable substitute product if we are unable to send exactly what was ordered, if you are un-happy with the substitute you may return it for an exchange.

QTY	PRODUCT CODE	DESCRIPTION	COLOUR	PRICE	REFUND	FAULT (if applicable)	REASON FOR RETURN

RETURNS ADDRESS:

Paintglow
UNITS 1-5 Bowford Building
Reedlands Road
Clay Flatts Industrial Estate
Workington
Cumbria
CA14 3YF
United Kingdom

FOR REFUNDS PLEASE FOLLOW THESE FOLLOWING STEPS:

- 1 Please tick the 'REFUND' box next to the relevant item.
- 2 Return to the Address to the left.
- 3 Make sure you enclose this form inside your parcel.
- 4 Please retain a Proof of Postage

PLEASE NOTE

All returns will be processed within 48 hours of receipt. Note that UK Royal Mail can take up to 7 working days and International Returns can take up to 15 working days to arrive at our warehouse. Returns are NOT prepaid. The cost of returning this parcel is your responsibility.

This Returns Policy does not affect your Statutory Rights. Please ensure you return the goods in their Original Condition within 14 days of them arriving with you. For full details regarding Returns please visit our website at www.paintglow.com/contact