



CUSTOMER NAME	ORDER NUMBER	CONTACT NUMBER

QUANTITY	PRODUCT CODE	DESCRIPTION	TICK THE RELEVANT BOX		REASON CODE
			REFUND?	EXCHANGE?	

REASON CODES
1 - UNWANTED
2 - ARRIVED TOO LATE
3 - INCORRECT ITEM RECEIVED
4 - PARCEL DAMAGED ON ARRIVAL
5 - POOR QUALITY
6 - FAULTY - PLEASE SPECIFY
7 - LOOKS DIFFERENT TO IMAGE ON SITE
8 - INCORRECT ITEM ORDERED
9 - OTHER - PLEASE SPECIFY

IF FAULTY OR OTHER PLEASE SPECIFY	
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PLEASE FOLLOW THE INSTRUCTIONS BELOW:

- Print out this form and complete all required fields.
- Email the completed form to sale@semilac.co.uk.
- A member of our Customer Service Team will respond with details on how to return your package, and will provide you with a returns label.
- Ensure the item(s) you are returning are unopened and in any original packaging unless faulty. Returned goods must have all associated documentation present otherwise we may not be able to accept the goods for return. Unwanted goods need to be in a resalable condition. If your items are not as declared on the attached document they may be returned to you.
- Package your items securely and include this form in the packaging with your returned items.

For further information on our Return and Exchanges Policy please visit <http://semilac.co.uk/en/returns-and-exchanges-policy>

Or if you prefer to speak to a member of our Customer Service Team, please call us on 0121 709 3784