

Returns Note

Please complete in full and include it in any returned parcel



Action required

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	Product code (if known)	Product description	Quantity dispatched	Qty returned	Reason for return	replacement	Refund payable	Detail of fault continue overleaf
Customer Address:								
Order:								
Delivery Address:								

Reason for return code: A – Faulty B – Damaged C – Unsuitable D – Wrong size / Colour E – Don't like F – Parts missing G – Items missing H – Wrong item I – Adverse reaction J - Recalled K - Other

Warehouse use only

Date received in warehouse:

Returns Policy

We want you to feel confident about shopping with boots.com. You can return any unwanted items free of charge within 28 Days for a refund or replacement, as long as they are unused And in their original packaging and condition. For any refunds we may remove the Advantage card points collected with these items from your cards.

Please note:

Electrical and Photographic equipment will only be accepted if complete with all leads, accessories and software.

Any software must have its original seal intact.

Lingerie will only be accepted if tried on over underwear and if its original packaging and all labels are still attached.

Health Equipment will only be accepted if dismantled and boxed as received.



All returns are evaluated before being processed.

Faulty items will be accepted up to the manufacturers warranty terms. This does not affect your statutory rights. For returns from our partner sites in Other shops please see their returns policy on their Help section.

How to return

- Use the returns note and the freepost label to return free of charge via your Local Post Office.
- Aerosols and bulky and heavy items can be collected by contacting our Customer Care Team.
- Before returning a Gift Experience phone the Gift Experience Helpdesk for an authorisation number.
- For further details see our returns section on the website.

Comments

<p>Sender's Details</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>✂</p> <p>Proof of postage</p> <p>○</p> <p>Date Stamp</p>		
		<p>PACKETPOST RETURNS CONTRACT No.</p> <p>517550PT</p> <p>Postage to be paid at destination under terms of contract</p>	<p>Boots Returns Dept Dunkirk Returns (Charnwood Building) The Midway Dunkirk Industrial Estate Nottingham NG7 2TS</p>