

Gretna Green Group Ltd – Online Order Returns Form

The following form should be completed prior to sending any item back to us for replacement or refund. Please return it with the goods to the following address:

Gretna Green Group Ltd, Tartan Shop, Headless Cross, Gretna Green, DG16 5EA
 Tel: 01461 337662

Name:	<input type="text"/>	Order No:	<input type="text"/>
Billing Address:	<input type="text"/>	Tel No:	<input type="text"/>
		Email:	<input type="text"/>

Items returned:

QTY	GOODS BEING RETURNED	COLOUR /SIZE	PRICE

Return Reason (Please relevant statement with an X)

1 – Faulty Item *	<input type="checkbox"/>	4 – I was sent the wrong size/colour	<input type="checkbox"/>
2 – Damaged delivery *	<input type="checkbox"/>	5 – Did not meet my expectations	<input type="checkbox"/>
3 – I ordered the wrong size/colour	<input type="checkbox"/>	6 – I have changed my mind	<input type="checkbox"/>

* Please give more information below i.e. fault details, how the parcel arrived? Was it opened etc.? This will help speed up our claim with our carrier.

Comments:

<input type="text"/>
<input type="text"/>

Replacement details:

If the return reason was a fault of ours, we will endeavour to resend you the correct item (subject to availability) at our cost. However if you ordered incorrectly, the replacement order will be subject to a postage fee and any other additional costs concerning the order i.e. if the correct item is of a higher value.

Please contact us on 01461 338441 or email us info@gretnagreen.com should you need further information.