



RETURNS INVOICE

Customer Address

Order Date

Transaction ID

Payment Method

Order Number

Basic Elements Ltd

Returns Policy

Basic Elements hopes that you will be delighted with your order. However, if for any reason you are not completely satisfied we are happy to offer a refund or exchange on goods returned to us within 14 days of your receipt of the goods. For hygiene reasons we cannot accept returns on jewellery items. Please follow the procedure below.

Returns Procedure

1. Please contact our customer services team at customerservices@basicelements.co.uk or by telephoning **0845 026 3639** to obtain a return authorisation code. You will need to provide your customer order number which is provided in the documentation that arrives with your order, together with details and reason for the items you wish to return.
2. Once you have your return authorisation code please enter it into the space provided on the form below. You also need to indicate on this form whether you would like a refund or exchange.
3. Please ensure that the completed form is included with your with your return package and that the goods are wrapped securely in the same outer packaging you received them in. Basic Elements will not refund returns for any non-faulty items that have been worn, washed and/or tags removed.
4. Please return your package **by recorded delivery (retaining your recorded delivery receipt as proof of postage)** to :- Basic Elements Ltd, PO Box 439, Manchester, M14 0BH We cannot pay the postage for returned packages or accept responsibility for lost items.
5. All returned goods will be examined on receipt and all accepted returns will be credited to the account used to pay for the original purchase within 28 days of our receipt of cancelled goods or replacement goods sent out again with any corresponding price differences credited or debited accordingly.

Customer Name		Customer Email	
Customer Telephone		Return Authorisation Code	

Product Code	Description	Quantity	Size	Reason			
				Too Big	Too small	Faulty	Not as expected

Replacement	Product Code	Description	Quantity	Size