

Returns Form

Tel: +44 (0)3450 038283

Email: Customerservice@caseluggage.com

1. Your Details

*Denotes mandatory fields

Title*	
First Name*	
Last Name*	
Address* (Including Country)	
Postcode/Zip*	
Telephone Number*	
Email address*	
Airport I.D. pass number (must be completed if staff)	

2. Details of goods being returned

Item Description*	
Purchase date*	
Purchase Price*	
Terminal*	North / South (Delete as necessary)

Proof of Purchase* (Indicate which is attached)	Till Receipt	Bank statement	Card statement
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(You must be able to provide at least one of these documents)

Reason for Return*	Faulty	Wrong colour/size	Unwanted gift
	Change of mind	Other:	
Additional comments:			

What would you like us to do with your item?	Replace (for same)	Exchange (for different)
	Refund	
Additional comments:		

Any other information you would like to add

**PLEASE PUT THE COMPLETED RETURNS FORM AND PROOF OF PURCHASE
INSIDE THE PARCEL ALONGSIDE THE GOOD YOU ARE RETURNING**

3. Dispatch of product

After wrapping the parcel securely, please complete and attach the returns label below.

Please send the goods in **secure packaging** by Royal Mail Special Delivery or by an International recorded mail service.

Returns labels – Cut out below and stick to parcel...

(Affix to front of parcel)

To:	
	Gatwick Returns Case London Catalyst House 720 Centennial Court Elstree WD6 3SY United Kingdom

(Affix to back of parcel)

Sender Details:	
Name:	
Address:	
Postcode/Zip:	
Date of purchase:	

**PLEASE NOTE: THIS IS NOT A FREEPOST ADDRESS THEREFORE YOU WILL NEED TO
PAY FOR POSTAGE**