

*Thank you for your order!*

We hope you are delighted and if you have any queries please contact us on **0333 030 0777** or e-mail us at **help@easylife.co.uk**

FOR OFFICE USE ONLY

Customer No.	Order no.	Order Date	Picking List


Product Code	Description	Qty	Status	Price

**To follow separately**

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**Cancelled, discontinued or no longer available** (To be refunded)

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**RETURNS FORM** - Please complete and return with your parcel

I/We [\*] hereby give notice that I/We [\*] cancel my/our [\*] contract of sale of the following goods. [\*] Delete as appropriate

Order No: \_\_\_\_\_ Name: \_\_\_\_\_ Ordered on: \_\_\_\_\_

Address: \_\_\_\_\_ Received on: \_\_\_\_\_

Postcode: \_\_\_\_\_


Signature of consumer (s): \_\_\_\_\_ Date: \_\_\_\_\_

**HOW TO REFUND, REPLACE OR EXCHANGE AN ITEM**

Please call our helpful customer experience team on **0333 030 0777**. They will advise whether you can return your item(s), the best way to send them back and then all you need to do is fill out the below form and return your item.

Product Code	Description	Qty	Replacement <i>(please tick)</i>	Refund <i>(please tick)</i>	Exchange <i>(please tick)</i>	Exchange Product Code	Reason Code	REASON CODES (Please fill in code number in Reason Code column)
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			1 - Missing part (Why not call so we can send this to you)
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			2 - No instructions (Visit our website, or give us a call)
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			3 - Damaged/Faulty (Please give us a call)
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			4 - Wrong size (Please call us to arrange alteration)
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			5 - Incorrect item on order (Please give us a call)
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			6 - No longer required/Arrived too late
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			7 - Picking error (Item differs from order, please call us)
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			8 - Not working as expected
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			9 - Looks different to advertised
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			10 - Other (Please specify in notes section overleaf)

EasyLife Ltd  
Unit 5, Returns Department  
Cremers Road,  
Sittingbourne  
Kent ME10 3US

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## RETURNS LABEL

If you are not using our discounted returns service, the above returns label can be cut out and stuck on the front of your parcel. If you'd prefer to write the returns address, please do so clearly and exactly as stated above. This will ensure your return gets back to the right place for us to act quickly upon it.


If you need any support or have any further questions please contact our customer experience team on 0333 030 0777

## ITEMS BEING DELIVERED SEPARATELY

The reason items are sometimes sent separately is because some items are dispatched from different warehouses, some items are temporarily out of stock and we didn't want to hold up your entire order, or some items are larger and need to be handled in a different way to the rest of your order.

### E-Health Products

If you have purchased our promotional bulk health products, please call 0800 151 2466 and our EasyLife Health team will be able to help with any queries you may have regarding returns.

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## YOUR LEGAL RIGHTS:

It is our responsibility to supply you with goods that meet your consumer rights. If you'd like to know exactly what you are eligible for, **please call us on 0333 030 0777**

1. With the exception of faulty products, we do not accept items back after 14 days from receipt. If anything is returned to us after 14 days, we reserve the right to deduct up to 100% of the refund to recover our costs, dependent on the state of the returned item.
2. We do not accept back flatpack items that have been unpacked, unpacked hygiene or sexual products, used or opened consumable items, used clothing items or opened health supplements from during the 14 days. Any of these returned to us will not be refunded/replaced. Please call us regarding any return to check what you are eligible for.
3. If you do return item(s) back within 14 days, they must be in perfect condition. If you return the entire order, you will receive back the original P&P (if applicable), if you do not return the whole order you will not be entitled to a refund of the original P&P costs. If eligible for a postage refund, and you paid for a quicker delivery service, we will only refund our standard delivery costs.
4. We offer discounted returns rates, please call us for us to quote cost of return.
5. Your refund will be processed within 14 days of the goods being returned to us, or you provide evidence of them being returned. Refunds will go to you via the same method of original payment but please notify us if your card is no longer valid.
6. If your return disqualifies you from a free P&P offer, regular P&P will apply and be deducted from your refund.
7. Faulty items can only be replaced rather than refunded from 30 days after receipt.

**Please read below for our returns policy  
or visit [www.easylife.co.uk/delivery](http://www.easylife.co.uk/delivery)**

**We encourage you to call our helpful customer experience team to discuss your options on 0333 030 0777.**

## EXCHANGE

For instances where you wish to exchange the product received for an alternative product of the same cost, please tick exchange on the returns form overleaf and write in the product code now required in the Exchange Product Code column. Or for alternative products of various costs, list the item codes in the Notes section below, ensuring their total value is the same as the value of the returned item. We will not charge P&P on any exchanged orders.

For instances where you wish to exchange the product for an item of lesser cost than the returned item, the difference in cost will appear as credit on your account once the item is received back into the warehouse and the exchange sent out.

For instances where you wish to exchange the product for an item of greater cost than the returned item, please write the product code required in the Exchange Product Code Column. Once we receive this form back, we will call you to take the extra payment. Please make sure your phone number is included in the notes below. We will not charge P&P on this exchanged item.

**Very Important: Both columns need completing on the form overleaf – a tick in the EXCHANGE column and a product code of the item you require in the Exchange Product Code column.**

## REPLACEMENT

For instances of faulty products and incorrect items being sent, please call us on 0333 030 0777 to arrange the return of your item(s) and explain the issue to a customer experience agent. Once the item(s) comes back into our warehouse a replacement will be sent out.

Please allow two weeks from return if the item is in stock. Stock information is found on our website at [www.easylife.co.uk](http://www.easylife.co.uk) on the relevant product page.

**Very important: Make sure to tick the REPLACEMENT column on the form overleaf.**

## REFUND

Please call us to check if you are eligible for a refund. If you return your item and are not eligible for a refund, we may decline to refund you. If entitled to a refund, we will process your refund once we receive your item and the returns form. We will refund you within 14 days of the goods being received or evidence of return being provided to our customer experience team.

**Very important: Make sure to tick the REFUND column on the form overleaf.**

NOTES: