



# Return & Exchange Form

Dear Customer,  
 At Harrod Horticultural our aim is to provide a service that is not only efficient but one that is a delight to our customers.

**14 Day Guarantee**  
 We want you to be delighted with your order so if for any reason you are unhappy with your items you can return them, in perfect condition, and in their original packaging within 14 days for a replacement or a full refund.

To arrange a return:  
 Please ensure you complete all the details on the Returns Form below for each individual item you are either returning or are missing from your delivery  
 Please ensure you give us your reason for return by completing the Reason Code box  
 Please give us as many comments as you can as these are very useful for us  
 Please affix the address returns label from your invoice to the front of your parcel, otherwise please return to: Returns Department, Harrod Horticultural, Pinbush Road, Lowestoft, Suffolk, NR33 7NL

If your item is over 1metre long we are able to offer a collection service, please contact our Returns Department to arrange this.

**PLEASE RETURN YOUR ITEMS TO:**  
 Returns Department, Harrod Horticultural, Pinbush Road, Lowestoft, Suffolk, NR33 7NL

**Preferred method of contact**  
**Email: customerservices@harrod.uk.com**

Other method's of contact  
 Tel: 0333 400 6400

We will not accept responsibility for damaged or lost parcels. For you own peace of mind you may like to send your parcel by Recorded Delivery but we regret we can not refund this charge.

Order Number :

RETURN FORM - I am returning these items in accordance with Harrod UK's terms and conditions

PRODUCT CODE	PRODUCT DESCRIPTION	QTY	UNIT PRICE	REFUND	EXCHANGE	REASON CODE
				Yes/No	Yes/No	
				Yes/No	Yes/No	
				Yes/No	Yes/No	
				Yes/No	Yes/No	

Please tell us your reason for returning the item by entering the relevant code in the 'Reason Code' box

1. Arrived too late	6. Changed mind	11. Not suitable for purpose	If there is any other reason, or you wish to elaborate, please specify
2. Damaged on delivery	7. Item too big	12. Product failed in use	
3. Quality not as expected	8. Item too small	13. Parts missing	
4. Not as appeared in catalogue	9. Wrong item received		
5. Unwanted gift	10. Wrong item ordered		

EXCHANGE FORM - I would like to order these exchange items in accordance with Harrod UK's terms and conditions

PART NUMBER	PRODUCT DESCRIPTION	QTY	UNIT PRICE

**PLEASE NOTE:**

- If the new items you require cost less than the one you have returned we will refund you.
- If the new item you require costs more than the one you have returned an additional payment is needed which we will contact you to obtain.
- Refunds for items bought as gifts can only be given to the original purchaser. If you decide to exchange an item the purchaser will be informed.

Customer Details (Important information please complete)

Mr/Mrs/Miss/Ms	Delivery Address (If different from left)
Name	
Address	
Postcode	Postcode
Daytime Tel No. (In case of query)	Daytime Tel No. (In case of query)
Other Tel No.	Other Tel No.