

RETURNS FORM

kitchen | since
knives | 1899

Following your recent contact with KitchenKnives please complete the below form to enable us to authorise and book in your product return. All items that are returned need to be in their original packaging, unused and in A1 condition. Any item(s) received back that is not, will not be able to be swapped/credited and the item will need to be returned back to you at your own cost. Please note that in order to process the refund the items will need to be returned to us within 30 days of receipt. Anything outside of this would not be eligible for a refund. In addition subject to the particular details of your order there may be a re-stocking charge. To process your return please complete the below form:

Please do not send any item(s) back until you have received the returns sheet from our Customer Service Team. Please ensure the returns sheet is enclosed before posting back your item(s). Failure to do so may result in a delay in processing your return.

Customer Details

First Name:

Last Name:

Company Name:

Address:

Postcode:

Phone:

Email:

Order Details

Date of Purchase:

Date Of Delivery:

Order/Invoice No.:

Product Details

Product Name:

Product Model:

Serial No.:

Reason For Return:

Please confirm the unit is new and unused:

Yes

☐

No

☐

Please confirm unit is in original packaging:

Yes

☐

No

☐

How will you return the item?

Please issue DPD Label for return at a cost of £10.00

☐

I will be responsible for my own return

☐

We do not offer a free returns label and the cost of returning the item(s) is down to yourself.

We are able to offer a DPD returns Label at a fee of £10* which will be deducted from your refund. There are many benefits of choosing this option as it is an insured, age verified service; specifically designed for bladed items.

Should you choose your own courier, we recommend that you fully research the chosen courier and ensure that bladed items are not classed as a prohibited item. Please note that if your item(s) are destroyed/lost and/or damaged we have no responsibility for any claims and the responsibility would lie between you and the courier you have chosen.

*Only available for customers in Mainland UK.

Re-Stocking Charge (if appropriate) £:

Once completed please return this form to returns@kitchenknives.co.uk. Upon receipt of this form we will send you details of your returns number and if requested your DPD Label.

Please note that the items do need to be returned to us within 30 days of receipt. If returned outside of this time frame a refund will not be applied. After we receive the item(s) it will be inspected and as long as it is in as new A1 condition with original packaging we will arrange your exchange/credit.

Signed:

Name:

Date:

KitchenKnives

Central Barn, Cloughton Business Park, Hornby Road, Cloughton, Lancaster, LA2 9JX
0800 678 5001 / 01524 770060 www.kitchenknives.co.uk

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