



Internet Returns Form

Notes on returning your item.

Under the Distance Selling Regulations, you the consumer have a cooling off period during which you have the unconditional right to cancel the contract. The cooling off period ends seven working days (not including weekends or bank holidays) after the day on which you receive the goods. Items should be returned unused, in a saleable condition, with their original packaging and with all component parts and any promotional items received. You should also include this returns form.

Faulty goods items should be received in a reasonable condition, with all component parts, along with any promotional items received. You should also include your returns form.

How to return your item.

Goods are returned at *your* own expense and risk. You can drop off at our store or if sending by post we recommend using a recorded delivery service or equivalent as we cannot accept responsibility for goods lost in transit. If you can prove the return of goods in an appropriate way, you will not have to bear the costs of any loss or damage in transit.

If you goods are excessively large or heavy, we can arrange for a courier to collect it at a price which we will agree with you in advance.

Please see <http://www.youcan caravan.co.uk> for full term and conditions.

Return Address

Internet Returns, You Can Caravan, The Hambleton Business Centre, Fleck Way, Teesside Industrial Estate, Thornaby, Stockton-on-Tees, TS17 9JZ

Order Reference:					
Customer Name:					
Customer Address:					
Postcode:					
Product Code [as on original invoice]	Product description	Quantity returned	Return Code [If faulty, please state why in the Comments box]	Action Required [please tick]	
				Refund	Replace
Faulty Return Comments:					

Return Codes:

1 - Faulty

2 - Damaged

3 - Wrong Product

4 - Wrong Quantity

5 - Changed Mind

6 - Other [Please state]