

[returns@flytesofancy.co.uk](mailto:returns@flytesofancy.co.uk)

Returns Dept  
Flyte so Fancy Ltd  
The Cottage, Pulham  
Dorchester, DT2 7DX  
Tel:01300 345 229  
Fax:01300 345 858

Or Click the Submit button after form completion



# Flyte so Fancy Ltd Returns Request

Name: \_\_\_\_\_

Address: \_\_\_\_\_

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

Telephone: \_\_\_\_\_ Mobile: \_\_\_\_\_

e-mail: \_\_\_\_\_

Order Number: \_\_\_\_\_

Date Of Purchase: \_\_\_\_\_

<u>Item(s) for return:</u>	<u>Reason for Return:</u>

**If Returning Faulty or Damaged Goods:**

For small items we will send a pre-paid Royal Mail label for you to attach to your package and take to a Post Office. Please remember to get a proof of postage. Larger items will be collected by our couriers on a pre-arranged day.

**If Returning Unwanted Items:**

Please send via Royal Mail or we can arrange for a courier collection for which there will be a charge (see over).

Additional  
Notes:

Preferred Contact Method:

#### Returns Policy:

If you have an item that needs returning please email [returns@flytesofancy.co.uk](mailto:returns@flytesofancy.co.uk) to say you wish to return the item. You should complete our Returns Form to ensure your return rights are not infringed. You can complete this Returns Form online and email it automatically to us, or, print and send a copy to us as an attachment by email to [returns@flytesofancy.co.uk](mailto:returns@flytesofancy.co.uk), fax to 01300 345858, or by post to the address overleaf. Your refund will be paid within 14 days of receipt of the goods.

If you decide you no longer require the goods within 14 days of receipt ('cooling off period'), we offer a full refund of original invoice including original carriage charges (excluding any supplemental charges) in accordance with the Consumer Contract Regulations 2013 which came into force on 13th June 2014 i.e. return postage costs are not refunded. Just return the goods in the original packing with a completed Returns Form and we will refund your payment card. For returned goods over the 14 working day 'cooling off' period we reserve the right to charge a re-stocking charge of £5. Goods that have been used will not warrant a full refund but this will be considered on an individual basis due to a diminished value.

You may call us to tell us about the return and we will advise of best return method but your right to cancel must be exercised in writing as well. Your statutory right to cancel is not affected by any other rights we may offer. Please include your order number, name and address details on the return form and a copy should be included in your package. If returning for exchange please make sure the goods are returned in new condition and in original packaging. Thank you.

#### Faulty or Damaged Goods:

Please notify us immediately by email if you find the goods damaged or faulty upon receipt and we will replace immediately. You may call us about a damaged or faulty item but you should also email us to comply with our returns policy. We reserve the right to refuse returns that do not comply with our returns policy. Consumable items are not covered by our returns policy e.g. poultry feed, light bulbs.

Flyte so Fancy Ltd offer advice by telephone and in detail on the website and we ask that you consider this when making any purchase. If you purchase goods against that advice Flyte so Fancy Ltd cannot be held liable if they are then found not to be suitable for your purposes.