

OFFICIAL PRODUCTS RETURN AND EXCHANGE PROCEDURE

Thank you for your purchase, we hope that you are happy with your product. If you have any queries, please email

customer.services@amberpromotions.co.uk

putting 'My order' followed by your order number in the subject field. Alternatively you can fax us on 0845 370 3801 (UK only) or call our helpline on 0845 370 3802 (UK only). The helpline is open from 9am to 5.30pm (GMT) Monday to Friday. **Please do this and receive a reply before returning any goods.**

If you wish to return purchases made from Official Products for an exchange or, if faulty, for an exchange or refund, please follow the instructions listed below.

1) Please print and complete this form in full (in ink) and enclose it with the goods being returned.

2) We ask that you securely package up your product in a suitably robust container and send it to:

Amzad Ltd
Alpha 319,
Chobham Business Centre
Chertsey Road
Chobham
GU24 8JB

3) If you are returning your product because it is faulty, please elect whether you wish to have the product exchanged or to have a refund. Refunds of the price of the goods and the initial delivery charge will be reimbursed on to the credit or debit card used in the initial purchase.

EXCHANGE/REFUND REQUEST FORM

First name

Last name

Email address

Daytime telephone number

Evening telephone number

Address line 1

Address line 2

Address line 3

City

Post/zip code

County/state

Country

Order number:

Date of order:

Date of receipt of order:

Description/list of products being returned (use extra sheet if necessary):

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Price you paid for the above items:

In addition, if you are returning a faulty product, please complete part A, if you wish to exchange your product within 14 days, please complete part B.

Part A- Return of faulty product

Please describe the fault:

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Do you require an exchange or refund? Please circle:

Exchange

Refund

If you require an exchange, please describe/list the product you wish to receive instead (use extra sheet if necessary):

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If we are unable to supply the products you are requesting in exchange would you like us to:

- a) back order the products and notify you when we expect them in stock
- b) supply an appropriate replacement
- c) refund you

Part B- Exchange within 14 days of receipt

Reason(s) for exchange request:

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Describe/list products you wish to receive instead (use extra sheet if necessary):

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If we are unable to supply the items you are requesting in exchange would you like us to:

- a) back order the products and notify you when we expect them in stock
- b) supply an appropriate replacement