



# Returns Form

<b>Title:</b>		<b>Surname:</b>	
<b>First Name(s):</b>			
<b>Postcode:</b>		<b>Order number:</b>	
<b>Cancellation or Defect:</b>		<b>Full or Partial return:</b>	
<b>If returning because of a defect, please outline the issue below and include if you want a replacement or refund:</b>	<b>If returning only part of your order, please list the relevant items below:</b>		

Once you have completed this form, please send it either by email or post to the relevant address below.

If you are cancelling an order, we must receive this form or any other form of notification regarding your intent to cancel within 14 working days of you receiving the order. You then have a further 14 working days to send the goods back and they must be returned in an 'as new' condition if you are to be refunded fully. When you return the goods, please include your name and order number so we can identify who they are from.

If you are returning because of a defect, we must receive this form or any other form of notification regarding the issue within 14 working days of you receiving the order if you are wanting a full refund. You may return at any time if you are just wanting a replacement product.

Any refund or replacement requested will be sent once we have received the original goods back and have been able to check their condition.

Postal address:

PO Box 916  
Newcastle upon Tyne  
NE27 9DD

Email address:

info@dkylmusic.co.uk