



Charlie Bears Returns Form

If you are returning an item to Charlie Bears, please ensure that you complete the form below and send this back to us together with the item you are returning or e-mail the completed form to sales@charliebears.com.

****Please note, if you are returning more than one bear you will need to complete a returns form for each bear/product you are returning****

ORDER DETAILS	
Order number (if applicable)	
Web order or telephone order?	
Order date	
Item to return	
Reason for return (please include the relevant number from the list below and further details if required)	

CUSTOMER DETAILS	
Customer name	
Address	
Landline	
Mobile	
E-mail	
Membership number (if applicable)	

Reason for Return

Please chose the relevant number and include this in the details above:

1. Do not like the bear/product
2. Arrived too late
3. Duplicate order
4. Item not as described (please specify)
5. Unwanted gift
6. Wrong item sent
7. Incomplete order received
8. Changed mind
9. Item faulty (please specify)
10. Quality not as expected
11. Wrong item ordered/error
12. Other (please specify)

RETURNS POLICY

Charlie Bears Returns Policy

You are entitled to cancel your order and return goods within 14 working days for a full refund, including the cost of delivery. Do this by completing our returns form and including this with the returned item/items or e-mailing to sales@charliebears.com. Your refund will be paid within 30 days. You are responsible for the cost and risk or loss or damage when returning the goods, so you should take out enough postal insurance to cover their value and send on a recorded service. This cancellation policy does not affect your rights when we are at fault – for example, if goods are faulty or mis-described. Any goods returned should be in saleable condition, with any seals and wrappers unbroken. These terms apply to your order. We may change our terms and conditions at any time. None of these terms affect your legal rights and these are not diminished in any way. If any term is held to be invalid under any applicable statute or rule of law, that term is automatically omitted from the terms to minimum extent necessary to comply with the law and without affecting the validity or enforceability of the remainder.

Please return items to:

Charlie Bears Ltd, Unit 2 Milford Park, Pennygillam Industrial Estate, Launceston, Cornwall, PL15 7PJ

International returns please be aware

If you are returning anything to us from outside of the EU then you must complete a customs declaration correctly and fully. You must state that your package includes 'returned goods' or similar. If your package is stopped at UK customs and the charge levied, we will refuse payment and the goods will be returned to you. Under no circumstance will we pay customs duty in order to receive our goods back.

Faulty or incorrect items

If you believe that the item which you have received is faulty or incorrect in any way then please contact our customer services team via 01566 777092 or e-mail sales@charliebears.com. We can then assist and advise you on your return. Please ensure that you include as much detail as possible with regards to any faults or issue with the product in question.

Please allow 5-7 working days for your return to be processed and we will acknowledge receipt of your returns as soon as possible. Please also allow 5-10 working days for the refund to show in your account as this time frame is dictated by your bank or card issuer and this is outside of our control. If for any reason that we are not able to process your

refund (the card has expired, incorrect card details) then we will contact you directly to rectify this as soon as possible.

Part of your order is missing

Regrettably mistakes can happen. If you have received your order and an item is missing please first check whether the other item is being sent in another format (Royal Mail) by checking your on-line account. If the item was due to arrive all together then please contact The Bearhouse on 01566 777092 with your order details (order number, items ordered) and the team will do their best to investigate and rectify this for you as soon as possible.

Return postage

If the goods are returned to us after the 14 working days period then we will not refund your postage if the goods are not faulty or incorrect in any way. We will still refund your postage if you are returning the goods to us and the goods are faulty or we are in the wrong. Please note that the item is your responsibility until it reaches us, we recommend that you use a postal service which insures you for the value of the goods. We will not refund any goods which are lost in the post.

For more details on returning goods then please call the bear cubs on 01566 777092 or e-mail: sales@charliebears.com

When you receive your items please ensure that you do not remove any tags or alter the product in any way until you are certain that you wish to keep it. We will not be able to refund products which have been altered or damaged in any way.

