

## RETURNS Form (Cancellation Request)

	I hereby give notice to cancel my contract of sale of the following goods:
Order Number	
Items	
Name	
Email	
Address	
Reason for return/cancellation	
Signature	
Date	

Linda Smith  
Purplelinda Crafts  
39 Firthview Drive  
Inverness  
IV3 8NS

#### RETURNS POLICY:

You have the right to cancel (return) your order within 14 days of receiving your goods. No reason is necessary but always helpful. You have a duty to take reasonable care of the goods while in your possession and we have a right to deduct an amount from the refund if you have diminished the value of the goods by handling them beyond what is necessary to establish their nature, characteristics and function. You must send the goods back to us at our contact address at your own cost and risk and we advise you to ensure goods are adequately insured during any return journey. You must enclose your name, address and order number with the returned items. This right will be fulfilled if you return the goods before the expiry of this period to:

Linda Smith:  
T/A Purplelinda Crafts,  
39 Firthview Drive,  
Inverness,  
IV3 8NS

Once the goods have been received back, any sum paid to us from your credit/debit card or Paypal account will be re-credited to your account as soon as possible and in any event within 14 days.

#### GUARANTEE:

It is our responsibility to supply you with goods that meet your consumer rights. If you have any concerns that we have not met our legal obligations please contact us. Any additional guarantee statements are contained in the product descriptions.

#### CONSUMER RIGHTS ACT 2015:

On 1<sup>st</sup> October 2015 the Sale of Goods Act (as amended) was replaced by the Consumer Rights Act 2015 as an online trader we must provide you with the link for you to use if you need to contact the European Online Dispute Resolution platform (<https://ec.europa.eu/consumers/odr/main/index.cfm>)

#### DATA PROTECTION:

We store and process customer data in accordance with the current legal requirements of the Federal data protection law, the telecommunications laws and the teleservices protection law. We do not hold any Credit/Debit Card details.