

# Online Purchase Returns Form Items bought in store must be returned to the shop, they will not be accepted by post

**Instructions**

1. Please complete this form, letting us know which items you are returning and stating a reason code from the list below.
2. If you would like to exchange the item please state which items you would like to receive instead including as much information as possible and the prices.
3. Pack the items to be returned safely and securely with this form inside.
4. Attach the address section of this form to the front of your parcel.
5. Nip down to the post office and make sure that you get a proof of postage for your parcel from the nice people behind the counter when you pop your parcel in the post.

Description of Returned Items	Quantity	Reason Code	Price £
<b>Total Refund / Credit</b>			<b>£</b>

**Reason Codes**

- |                                    |                               |
|------------------------------------|-------------------------------|
| 100 - Broken/damaged when received | 500 - Quality not as expected |
| 200 - Faulty or defective          | 600 - Not as pictured         |
| 300 - Incorrect Item received      | 700 - Arrived too late        |
| 400 - Disliked Item                | 800 - Duplicate gift          |
| 900 - Other (please state) _____   |                               |

Description of Items you would like in Exchange	Size/Colour	Quantity	Price £

<b>Your Details</b> Transaction Number _____  Name _____  Address _____	Total for New Items	
	Shipping £4.95 unless original items damaged or faulty	
	Less Refund/Credit Total	
	<b>Total to Pay</b>	<b>£</b>

**Method of Payment** (Please do not send cash and we regret that we are unable to accept cheques)

VISA     AMEX     MasterCard     Switch

Card Number \_\_\_\_\_    CSV (3 digits on the back of card) \_\_\_\_\_  
 Valid From \_\_\_\_/\_\_\_\_    Expiry \_\_\_\_/\_\_\_\_  
 Signature \_\_\_\_\_    Date \_\_\_\_\_

-----Cut Here

## SPARKS YARD

**RETURNS DEPARTMENT**

**18 Tarrant Street**  
**Arundel**  
**West Sussex**  
**BN18 9DJ**  
**ENGLAND**

Sender

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_