

## RETURNS FORM

QTY	ORDER NUMBER	PRICE	EXCHANGE or REFUND?	FAULT (if applicable)

REASON FOR RETURN: (Please tick)

- |  |                                      |                                       |   |   |
|--|--------------------------------------|---------------------------------------|---|---|
| <input type="checkbox"/> Too Big       | <input type="checkbox"/> Too Small   | <input type="checkbox"/> Poor Quality | <input type="checkbox"/> Style Doesn't Suit | <input type="checkbox"/> Arrived too Late |
| <input type="checkbox"/> Unwanted Gift | <input type="checkbox"/> Item Faulty | <input type="checkbox"/> Repair       | <input type="checkbox"/> Incorrect Item...  | <input type="checkbox"/> Exchange for     |

NOTES:

Please read the Return or Exchange an item section below:

## Returns Policy

Under the United Kingdom's Long Distance Selling Regulations you have the right to cancel your order for any item purchased from AlanFrostCOM for a full refund within 30 days from delivery. Please note at Christmas time we do extend our returns policy as we are aware many item/items are bought as gifts. Please see our website for further details or email us at [ebay@myalanfrost.com](mailto:ebay@myalanfrost.com)

## Return/Exchange an item

If you are not completely satisfied with your purchase, simply return the item/items to us in their original condition and packaging within 30 days of receipt. Please print off this PDF and fill in the returns table at the top of this page and include any notes to why you are returning the item/items. This will speed up the returns process. Depending on the information you have provided we will then issue a full refund on receipt/exchange or provide you with a replacement/repair.

## Please note:

- The item is your responsibility until it reaches us. For your own protection, we recommend that you send the parcel using a delivery service that insures you for the value of the goods. •
- The cost of returning the item to us is your responsibility.
- The item/items can take up to 7 working days to be returned to our warehouse, unless sent via special delivery.
- Please note refunds to credit cards can take between 1-3 working days depending on the card issuer.

## Please send back to:

## AlanFrostCOM

UK Watch Empire Ltd.  
73 Sycamore House Road  
Sheffield  
S5 0UD  
United Kingdom

## Repairs under Warranty

Please note if we have to send the item/items back to the respective brand for repair under manufacturers warranty this process can take between 7-21 working days depending on the problem and their company policy. We recommend that in some cases customers send the item/items back directly to the brand for repairs under manufacturers warranty as this can speed up the process. You can obtain the relevant address details for the respective brand by either emailing us at [ebay@myalanfrost.com](mailto:ebay@myalanfrost.com) or calling our helpline on 07790648920.

## Further information on Returns

If you still need further assistance with regards to our returns policy please either email us at [ebay@myalanfrost.com](mailto:ebay@myalanfrost.com)

