

# ALTURA RETURNS FORM

In the unlikely event that you are not completely satisfied with your purchase, you have 30 days to return the goods to us.

Returned goods must be in a fully re-saleable condition, complete with original packaging, instructions and all parts included.

If you have any questions about your return, please refer to the FAQ section of our website or contact us at [customer@altura.co.uk](mailto:customer@altura.co.uk). Office Hours are Monday to Friday 9.00am to 5.30pm (4.30pm on a Friday) excluding public holidays.

**Please send all returns with completed slips to:**

Altura Online Returns  
Unit 4 Roundhouse Road  
Faverdale Industrial Estate  
Darlington  
DL3 0UR  
United Kingdom

| Please ensure the returns slip is completed and included within the returned parcel. Without it, we may not be able to process your refund. |             |          | Name         |  |
|---|-------------|----------|--------------|--|
|   |             |          | Order Number |  |
|   |             |          | Date         |  |
| Product Code  | Description | Quantity | Reason Code  | I am returning this item because it is/has<br>(add reason code against item)<br><br>1. Arrived Late<br>2. Wrong Product<br>3. Not as Described<br>4. Not as Pictured<br>5. An Incorrect Size<br>6. Does Not Fit<br>7. Changed Mind<br>8. Packaging Damaged<br>9. Product Damaged<br>10. Missing a Part<br>11. Manufacturer Fault |
|   |             |          |              |  |
|   |             |          |              |  |
|   |             |          |              |  |
|   |             |          |              |  |
|   |             |          |              |  |
|   |             |          |              |  |
|   |             |          |              |  |
|   |             |          |              |  |
|   |             |          |              |  |
|   |             |          |              |  |
| Total number of items returned  |             |          |              |  |

If reason code 8,9,10 or 11 is used, please explain reason for return:

For Internal Use Only

|                   |  |
|-------------------|--|
| Returns Number Q: |  |
| Comments:         |  |

|                 |  |
|-----------------|--|
| Account Number: |  |
| Bin Location:   |  |
| Returns Number: |  |
| Returned By:    |  |