

ROCKETTStGEORGE

RETURNS FORM

We understand that sometimes you will want to return an item to us. If this is the case, we have attempted to answer all your questions below.

If you need further information please either check our www.rockettstgeorge.co.uk/returns on our website or give us a call on 01444 253391 or email contact@rockettstgeorge.co.uk

How do I return an item?

Simply return the item to us in its original condition together with this returns form within 14 days of receipt in order to receive a full refund excluding original delivery fees. We aim to process refunds within 3 working days of receiving the item back at our Sussex warehouse.

Please note that the customer is responsible for the cost of returning their unwanted item.

What is the returns address?

Returns Dept | Rockett St George | Old Kiln Works | Ditchling Common | Hassocks | East Sussex | BN6 8SG

How do I arrange a Collection of my return?

We will arrange this for you. Just contact our Customer Services Team who will arrange everything. Please remember to include this form in the parcel.

Collections costs are £5.95 for standard delivery and £35 for furniture & fragile items. This service is only available for UK Mainland customers.

Can I take my return to a drop off shop local to me?

Yes you can! Use this link <https://returns.dpd.co.uk/rockett-st-george-limited/GB/home> to create your return label and locate your local DPD Dropoff Shop. Please remember to include this form in the parcel.

This service incurs a charge of £4.50. This service is only available for standard deliveries. If you have a large parcel or piece of furniture, please contact your Customer Services Team who will arrange a collection for you.

Can I drop off my item at your warehouse?

Yes you can! Our Mid Sussex based warehouse is open Monday to Friday 9am until 5pm (excluding Bank Holidays) where you can return your order to us. Our address is Unit 10-12 Old Kiln Works, Ditchling Common Industrial Estate, Hassocks, BN6 8SG.

How do I arrange a return if I live outside the UK Mainland?

If you wish to return an item from outside the UK Mainland, please contact our Customer Services Team who can assist with this.

Customer Name		Order Number	
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Product Name	Description	Qty	Reason Code	Extra Comments

REASON CODES:

A - Product description not accurate **B** - Photography not accurate **C** - Size not as expected **D** - Disappointed in quality **E** - Product faulty or not working
F - Product arrived damaged **G** - I ordered several options **H** - Arrived too late **I** - Wrong product received **J** - I changed my mind **K** - Other (please comment)