

Thank you for placing this order with HOTcraze. We hope you are delighted with it.

HOTcraze offers a 100% guarantee that if you are in any way dissatisfied with your HOTcraze products, we will exchange them or refund your money, **provided that you return them to us in their unused condition and in their original packaging within 30 days from date of order. Original P&P is only refunded in the event of a faulty product. Please refer to our returns policy on the website for return of any software product.**

- Should you decide to return any HOTcraze products please contact HOTcraze Customer Service Dept (Email: customer.service@HOTcraze.co.uk or call 01304 897333) to obtain a Return Authorisation Code, and then please fill in the returns form below as appropriate.

Return Authorisation Code:		Order No:	
Email Address:			

REFUND

Product Number	Product Description	Don't Like it	Not as Advertised	Ordered Wrong Product	Sent Wrong Product	Damaged	Faulty *	Other	QTY	Refund Amount
TOTAL										

EXCHANGE

Product Returned			Exchange for		
Product Number	Product Description	Qty	Product Description (if different)	Qty	Colour

- Pack the Products you are returning enclosing this completed form.
- Prepay the shipping, which will be refunded if the returned product is faulty or resulted from an error from us.
Refunds and return postage is only available within 30 days of purchase.
- Refunds are issued within 30 days of receipt.
- Send by 2nd class where possible and obtain a certificate of posting at the post office, just in case your parcel goes astray.
- Post package to HOTcraze Returns Dept., The Old Fire Station, Artillery Way, Discovery Park (Gate A) Kent, CT13 9FL UK

Your comments please:* Please expand on the nature of the fault. We aim to provide a very high quality of service to all our customers and would welcome your comments and suggestions please.