

RETURNS

We hope that you are delighted with everything you purchase from us, but we also recognise that there will be times you need to return items. Our free returns policy means you can return items, for a refund or replacement, for any reason, within 30 days of the despatch date. This excludes personalised products and self-assembly items which have been assembled or part-assembled, unless they are damaged or faulty.

Please note that due to hygiene and safety reasons, we are unable to refund or exchange mattresses, bedding, toilet accessories, car seats or personal grooming products, once the packaging has been opened.

If an item is returned which brings the value of your order below an offer threshold or the threshold for free delivery, your refund will be adjusted to reflect the fact that the offer is no longer valid. Our full returns policy can be seen at gltc.co.uk/returns. Your statutory rights are not affected.

**Great
Little**
Trading Co.

gltc.co.uk

0844 848 6000

STEP 1: Please fill in the details below to assist us with handling your return as quickly as possible for you.

Order No.	Name
Address	
	Postcode
Email	Telephone No.

STEP 2: What would you like to return?

PRODUCT CODE	PRODUCT DESCRIPTION	QTY RETURNED	REASON CODE	REFUND REQUIRED

- | | | |
|----------------------------|----------------------------------|---|
| 1: I changed my mind | 5: It was damaged on arrival | 9: It doesn't look like it did in the catalogue |
| 2: It doesn't fit | 6: I never actually ordered it | 10: Missing parts |
| 3: I don't like the colour | 7: The wrong item was sent to me | 11: It was bigger / smaller than I expected |
| 4: It's faulty | 8: Quality not as expected | 12: Other (please tell us more opposite) |

STEP 3: And finally ...

Just pack everything up securely in its original packaging (where possible), making sure that any address labels are applied to outer packaging (e.g. a box or brown paper) so as not to damage the product packaging. Don't forget to include this form to prevent any delays in your replacement or refund being dealt with.

For larger items too heavy to post, please contact our Customer Services team who will send you a Collect+ free returns label or arrange a free of charge collection on a working day of your choice.

GLTC Returns

FREEPOST RSLY-RULX-CGTC

Phase 1, Prolog

Annesley

Nottingham

NG15 0DJ

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