

RETURN ORDER FORM UK

Our 100% Love It Guarantee

IF for any reason you don't like your Partylite product, simply return it within 14 days of the purchase date for a full refund. Include this RETURN ORDER FORM with the unused and not burned candles or unused non-candle items in the original packaging at your expense **to Partylite UK Ltd C/o WE PREP FBA, Raptor House, Creting Road West, Stowmarket, Suffolk IP14 5AT** and email a copy of your tracking information to CSUK@PartyLite.co.uk

IF requesting a refund, please allow 10-15 days for your refund to be issued. We will not refund or exchange any candles that have been lit or melted or any items that have been previously used. Everything must be returned in the original packaging. **Please reference our return policy for specific procedures.**

IF your item arrived on your doorstep broken or damaged or you received a wrong item, please complete this RETURN ORDER FORM and email it to CSUK@PartyLite.co.uk along with a photo of your damaged or broken item. If the item is glass, it is a safety issue and we won't require you to send it back, however, we will require a photo of the broken or damaged item for a refund. The candles must be unused and not burned or clearly defective. We will require wrong items received to be returned at Partylite's expense.

REASON FOR RETURN

1. Received wrong item
2. Item arrived broken or damaged
3. Changed mind
4. Not what I expected
5. Missing items from order - please supply a photo of the contents of the box

Your Name _____

Name and Address For Delivery _____

Your Email Address _____

Your Order# _____

Item Description	Quantity	Reason Code(s)	Product codes

STEPS

1. Complete this RETURN ORDER FORM
2. Pack unused items in their original packaging, along with this completed form
3. Ship returned item(s) to: **Partylite UK Ltd C/o WE PREP FBA, Raptor House, Creting Road West, Stowmarket, Suffolk IP14 5AT**
4. For broken, damaged or wrong items, follow instructions in paragraph 2 above
5. Please keep a record of your return tracking and remember to send an email with photos to CSUK@PartyLite.co.uk **If** prior to returning damaged/defective items.

IF you have any further questions, please email CSUK@PartyLite.co.uk