



SARAH RAVEN, 1 WOODSTOCK COURT, BLENHEIM ROAD, MARLBOROUGH, WILTSHIRE SN8 4AN
 TEL: 0845 092 0283 Lines are open: Monday-Saturday 8am-10pm; Sunday 9am-10pm
 EMAIL: info@sarahraven.com www.sarahraven.com

RETURNS AND REPLACEMENTS

We hope that you are happy with your order from us. If anything you have ordered does not live up to your expectations, please follow the instructions below for a refund or exchange:

BULBS, SEEDS AND HARDWARE

If you change your mind or the product is not as you expected, please return it in its original packaging within 28 days of receiving your order. To help us process your return quickly, please complete this returns form, enclose it in your parcel, affix the correct postage and send it to the returns address below. We recommend that you obtain a certificate of posting from the Post Office, as you are responsible for the goods until they reach us.

If an item is faulty or damaged, please contact our customer service team (details above) in the first instance for further instructions.

PLANTS

If you require a refund or exchange for a plant, please contact our customer service team (details above) for instructions.

Please note: We will only refund the postage charge if you have been sent the incorrect goods or if they are faulty or damaged. We regret that if items are returned using 'special delivery' or 'signed for' services we may not be able to refund the whole cost. If you are returning a large or heavy parcel, please contact us first as we may suggest that we arrange for it to be collected.

SUBSTITUTIONS

On rare occasions when we are unable to fulfil your order, we may send an alternative plant/bulb which will be carefully chosen as a suitable substitute. If you are unhappy with what you have received please contact our customer service team.

PLANTING INSTRUCTIONS

Full planting instructions should be enclosed with your parcel. If you haven't received them, please visit our website, sarahraven.com

ITEMS TO FOLLOW

If you still have outstanding items for your order, these will be shown overleaf. Our live plants and bulbs are sent out at the best time for planting.

RETURNS ADDRESS

Sarah Raven, 7 Glympton Court, Blenheim Road, Marlborough, SN8 4AL

Please complete the form below and enclose it in your parcel to help us deal with your return quickly.

DELIVERY NAME AND ADDRESS (if different from 'SEND TO' overleaf)

Name: _____

Address: _____

Postcode: _____

FOR EXCHANGES ONLY

If the new items are cheaper, we will refund the difference.
 If the items cost more please enter payment details below:

Cheque: I enclosed my cheque/postal order for £..... made payable to **SRKG LTD.** (Please write your name and address on the reverse of the cheque)

OR debit my: Mastercard Visa Maestro with the sum of £.....

Credit Card/ (Maestro Only)
 Maestro Number

Expiry Date: /

Signature

Extra Card Security
 Turn your card over and write the last 3 numbers from your signature strip

YOUR COMMENTS

We are sorry to have disappointed you on this occasion. To help us improve our service, we would value your comments or suggestions.

Reason codes 1. damaged on arrival 2. defective 3. wrong item received
 4. quality not as expected 5. delivered too late 6. changed my mind
 other (please specify) _____

ITEM CODE	DESCRIPTION	QTY	REASON CODE	ACTION REQUIRED (please tick)		NEW ITEM CODE (exchanges only)
				Exchange	Refund	