



Returns Department
Character Brands
2 Wickham Business Park
Honywood Road
Basildon
Essex
SS14 3EQ

Returns Form

Returns and Exchanges information

If for you are not completely satisfied with your purchase, you may return it within 14 days of receipt in its original resaleable condition and we will refund the full product price.

Your Information (Please Print)

Name	Phone	Email
Address		

Order Information (Please Print)

Order no.	order date	Customer Name
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What would you like (Please Tick)

☐ **Refund** (Please note that a refund can only be issued to the original form of payment)

☐ **Exchange** (If your replacement item has a different price than your returned item, please read below.)

Please be advised if a balance or refund is due for a return or exchange, this will be made against the original form of payment used when placing the order. If you originally paid by Paypal and a balance is due you will receive a Paypal invoice for this amount, which will need to be paid prior to despatch.

Item(s) Being Returned

Date of Return	Qty	Product

Replacement item(s) If applicable

Qty	Product

Reason for your Return

☐ Unwanted Item

☐ Item Not Suitable

☐ Wrong item received

☐ Faulty item (Please specify below)

☐ Other (Please specify below)

Comments:

If you have had contact with a member of the Customer Service Team via an E-Mail or telephone conversation regarding your order, please inform us below.

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