



unforgettable
life-changing dementia products

Unforgettable Returns Information

(please enclose with your return)

Date:

Name:

Order Number:

Returns No (if applicable):

Why are you returning your item(s)?

1. Unsuitable
2. Faulty
3. incorrect size
4. no longer needed
5. damaged
6. did not meet expectations

Reason for Return code:

Further Details
(optional):

Refund: Exchange/ Replacement (give details):

PLEASE POST YOUR RETURN TO:

**Whistl
Belkin House, Shipton Way,
Express Business Park,
Rushden,
Northamptonshire,
NN10 6GL**

If you would like an exchange/replacement please include your delivery address here:

Please enclose this slip with your return and post back to the address above. Unless the item is faulty or damaged upon arrival, items must be returned in their original, unused condition and original packaging included. Unfortunately, we are not able to accept returns that do not meet these requirements.

As soon as your return has been received and inspected, we will issue a refund or process an exchange based on your selection. Please allow up to 14 days for this to be processed.

If you have any questions please do get in touch on 020 3322 9070 (09:30 – 18:00 Mon – Fri) or email us as happytohelp@unforgettable.org

Note to supplier:

Please notify us at happytohelp@unforgettable.org once a return has been received.