

# Order Cancellation Form / Goods Return Form

Please note your right to cancel your contract with us under The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 ("Consumer Regulations").

It is our responsibility to supply you with goods that meet your consumer rights. If you have any concerns that we have not met our legal obligations please contact us.

You have the right to cancel the order at any time up to the end of 14 days after you receive the goods. If you wish to cancel the order, you must give notice by letter or email. You must return the goods to us in new and unused condition at your own expense within 14 days of notification to us. You must take reasonable care to ensure that the goods are not damaged in the meantime or in transit. Please obtain a certificate of posting for return of the goods. It is also advisable to obtain adequate insurance to cover the value of the items being returned.

**Unless incorrect or faulty items were sent, the cost of returning goods for refund, are your responsibility.**

Refunds will be made within 14 days of receipt of returned items using the same payment method used when originally ordering. You will be reimbursed for the cost of the items returned, including their original outbound shipping charges, excluding any additional shipping upgrades you may have chosen at the time of ordering.

We reserve the right to make appropriate charges if goods returned have been damaged and are not fit for re-sale. (This excludes reasonable handling associated with inspection of the items purchased.)

To cancel your contract with us, please email [shelley@shelleym.co.uk](mailto:shelley@shelleym.co.uk), write to inform us, or you may also print and complete the returns form and send it with your returned items.

You may use this form to cancel your contract and place it with your returned package.

To: Shelley McLoughlin, ShelleyM  
Southbrook House  
Home Farm Lane  
Rimpton  
YEOVIL  
BA22 8AS  
United Kingdom

[shelley@shelleym.co.uk](mailto:shelley@shelleym.co.uk)

I hereby give notice that I wish to cancel my contract of sale of the following goods:

Ordered on:

Received on:

Name of consumer:

Address of consumer:

Signature of consumer (only if this printed and sent with return):

Date: