

FACTORY



PO Box 744, UVONGO, 4270
TEL: 039 315 6698 FAX: 086 680 2141
CUSTOMER.SERVICES@FACTORY7.CO.ZA
WWW.FACTORY7.CO.ZA

We hope you are pleased with your purchases. Please keep hold of your invoice as you will be asked for this in the unlikely event of sending items back to us under warranty.

If after checking your items you find that they don't fit or you're just not sure that they are right for you, you can send the items back to us, within 30 days of purchase, in the same condition as received, i.e. tags intact, unworn/unused with the returns label found below to the following address:

Factory 7 Returns
P O Box 744
Uvongo
4270

PLEASE NOTE:

- You must contact us first to inform us of your intention to return an item.
- The cost of returning items to us is your responsibility, unless the goods are faulty or have been sent incorrectly. In these cases, please call the above number for instructions.
- You are responsible for the items sent back to us until we have taken delivery.
- Please note that DVDs can only be exchanged if damaged, and then for the same title.

Return Delivery Options:

- A. Post Office** – You can send your parcel back with normal parcel post. Since you are responsible for the item until we take delivery of it, we recommend that you insure the parcel.
- B. Courier** – We can arrange a collection and charge your credit card, please call to confirm.



RETURNED ITEMS

Name: _____ Invoice #: _____
Email: _____ Phone: _____
Address: _____

Item Description <i>(as per invoice)</i>	Reason for Return?	What would you like us to do? <i>(delete as applicable)</i>	Which Product to Exchange for?	Colour	Size
		Refund/Exchange			
		Refund/Exchange			
		Refund/Exchange			
		Refund/Exchange			
		Refund/Exchange			