

Name:

Order Number:



Email or TEL:

Date:

SKU (4 Digit Item Code)	Quantity	Description of Problem (if applicable)	Return Code	QC Department Checks Verified: (Internal use only)	Finance Department Checks Verified: (Internal use only)
				<input type="checkbox"/> Tick when completed	<input type="checkbox"/> Tick when completed
				<input type="checkbox"/> Tick when completed	<input type="checkbox"/> Tick when completed
				<input type="checkbox"/> Tick when completed	<input type="checkbox"/> Tick when completed
				<input type="checkbox"/> Tick when completed	<input type="checkbox"/> Tick when completed

Returns

If you are dissatisfied with your order for any reason, we'll gladly accept a return, provided the items are unused and in their original packaging within 30 days of receiving your order. Please note that we cannot accept returns after 30 days. Keep your proof of purchase until you receive confirmation from Scoville. Returns are typically processed within 3-5 working days, but during busier periods (such as Christmas), processing may take longer.

Return Codes

- A) Unwanted
- B) Incorrect Item
- C) Damaged
- D) Faulty (From New)
- E) Other (Specify)



Scoville Web Returns

(Warehouse Entrance)

Imperial GB

Whiteacres

Whetstone

Leicestershire

LE8 6BB

Steps for Return:

Step 1 - Place the item(s) in a box and seal it securely. Print the return address and include the return sheet inside the box.

Step 2 - Bring your parcel to a nearby Post Office or drop-off location. You will be responsible for covering the return shipping costs (unless otherwise specified). Please retain your receipt and tracking information, as we cannot be held liable for any items that are lost or damaged in transit.

Step 3 - Once we receive your order, our QC team will inspect it, and a refund will be processed accordingly.

If you encounter an issue with your order, we recommend contacting our customer service team via email before returning the items. Please email reception@imperialgb.com.

