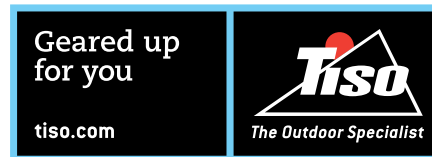


# Tiso Online - Returns and Replacements Form



Please complete the following details as they appear on your receipt/delivery note. If you require a replacement item please also complete the "Replacement required" on the bottom half of the form below. Return form to: Tiso Online, 50 Couper Street, Glasgow, G40DL. Phone: 0141 559 5454 or email: Tiso.online@tiso.co.uk

Name: \_\_\_\_\_ Order number: \_\_\_\_\_

Billing address: \_\_\_\_\_ Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

Comments: \_\_\_\_\_

Postcode: \_\_\_\_\_

## Item(s) returned

Qty	Manufacturer	Description	Colour/Size	Cost per item	Total

Reasons for return (please tick):

- A - I ordered the wrong item      
 C - The item did not meet my expectations      
 E - The item is faulty\*      
 G - I don't want it anymore   
 B - I ordered the wrong colour or size      
 D - The item is damaged\*      
 F - Tiso Online have sent the wrong item      
 H - I found the same item cheaper elsewhere

\*Important- please use comments box above to describe fault

Replacement required? Please check that the item you require is in stock online, however this does not guarantee that the item will be available when your form reaches us! Tiso Online will contact you if your desired replacement is not available.

Qty	Manufacturer	Description	Colour/Size	Cost per item	Total

Please note that if you are replacing an item with one of a higher value, Tiso Online will need to contact you to process the additional payment. If we are replacing an item that was incorrectly ordered by yourself, and additional delivery charge will be made.

If you have any queries regarding returns or replacements you can contact us by phone: 0141 559 5454 or email: Tiso.Online@tiso.co.uk

**New Delivery Address:** If you would like any of these replacement Items shipped to an address different from your original order, please enter the new address below:

\_\_\_\_\_

\_\_\_\_\_ Postcode: \_\_\_\_\_