

Contrado Imaging Ltd, Electronic Products Return Policy

We know that you will be thrilled with your Bags of Love purchase from Contrado, but we know that sometimes there may be a need for the product to be returned to us.

Faulty Items on receipt

If a product we supplied is faulty on receipt, you have 7 working days to contact us to report the fault. If the packaging is damaged on delivery you must sign for the package as damaged

Faulty items under warrantee

If within 28 calendar days your item develops a fault, your item is under warrantee and can therefore be repaired/replaced.

You must contact us within that period using our contact form or by phone. Please include postage receipt when returning item.

Change of mind/ not required

If you have changed your mind or no longer require your purchase you must contact us within 7 working days of receipt via our contact form or by phone. The item must be **unused** and in the original packaging complete with all accessories.

The product must be returned at your own expense. On receipt of the return, if in satisfactory condition you will be entitled to a full refund toward the cost of the item (excluding any postage paid)

Need to make a return?

Please contact us first and then print out, fill out, and then return this page with your product. You will then be contacted by a Bags of Love representative who will advise

Please do not return products without contacting us first.

Products must be returned in original packaging complete with all accessories.

Order Number: _____

Product: _____

Reason for Return:	Faulty on receipt	
	Faulty Under Warrantee	
	Changed Mind/ not required	

Action Required:	Replacement	
	Refund	
	Change for different product	

Please enter a fault description / reason / additional information:

Return address

You must return your item along with this form to:

SEND RECORDED DELIVERY

Contrado Imaging Ltd
Return's Department
756 Harrow Road
London
NW105LE

Order number: _____

Please cut out and use the above label.

Please send good backs to us via a recorded service. Please also include postage receipt in pack so we can reimburse REASONABLE postage charges if item is faulty.

Postage refunds are at Contrado's discretion.