

Returns Form

Tel: +44 (0)1784 475509 Email: wdfcustomer.services@worlddutyfree.com

1. Your Details

*Denotes mandatory fields

Title*	
First Name*	
Last Name*	
Address* (Including Country)	
Postcode/Zip*	
Telephone Number*	
Email address*	
Airport I.D. pass number (must be completed if staff)	

2. Details of goods being returned

Item Description*	
Purchase date*	
Name of retailer* (as it appears on receipt)	
Terminal*	

Proof of purchase* (Indicate which is attached)	Till Receipt	Bank statement	Card statement
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(You must be able to provide at least one of these documents)

Reason for Return*	Faulty	Wrong colour/size	Unwanted gift
	Change of mind	Other:	
Additional Comments:			

What would you like us to do with your item?	Replace (for same)	Exchange (for different)
	Refund	Repair
Additional Comments:		

Any other information you would like to add

PLEASE PUT THE COMPLETED RETURNS FORM AND PROOF OF PURCHASE INSIDE THE PARCEL ALONGSIDE THE GOODS YOU ARE RETURNING

3. Dispatch of product

After wrapping the parcel securely, please complete and attach the returns label below.

Please send the goods in secure packaging by Royal Mail Special Delivery or by an International recorded mail service. Please do not return the goods by courier. Packages returned via this method can incur customs charges and often result in the delivery being delayed.

Returns labels – Cut out below and stick to parcel....

(Affix to front of parcel)

To:
London Gatwick Airport Customer Support Team Runnymede Warehouse Windsor Road Egham, Surrey TW20 0AE United Kingdom

(Affix to back of parcel)

Senders Details:	
Name:	
Address	
Postcode/Zip:	
Date of purchase:	

**PLEASE NOTE: THIS IS NOT A FREEPOST ADDRESS
THEREFORE YOU WILL NEED TO PAY FOR POSTAGE**