

The Astronomy & Nature Centre
incorporating Scopes'n'Skies and Pulsar Optical

RETURN OF GOODS

(Consumer Protection [Distance Selling] Regulations 2000)

If you wish to return any item(s) to us, you must telephone us on **0845 634 9192** (BT local rate) to obtain your Returned Goods Authorisation (RGA) code. STATE THE RGA CODE **BELOW** AND **ON THE ADDRESS LABEL** WHERE INDICATED. Do **NOT** return goods to us without an RGA code as this will delay the processing of any exchange or refund due.

We ask you to observe the following, as this will speed up the processing of your return:

- Returned items must be sent unused, unsoiled, complete with all its original packaging and parts, safely wrapped, and accompanied by this form completed in full, no later than 7 days from receipt.
- Please **do not mark or label** the actual goods or packaging in any way other than with the **return address label supplied below**.
- For returning goods we advise that you use Royal Mail Recorded Delivery or equivalent. Please retain the shipping reference number as proof of postage.
- Refunds will be processed within 30 days of notification of cancellation. Please note that postage costs are only refundable at the discretion of The Astronomy & Nature Centre.

Order ref No: _____ RGA code: _____

Customer name: _____

Delivery address: _____

Post code: _____

Payment method: Credit/debit card Paypal Other

Item(s) returned: _____

Date returned: _____

Reason for return: _____

Exchange wanted: _____

The Astronomy & Nature Centre admin only – please do not write below

Complete/ resellable Damaged in transit Damaged during use

Replace Repair (SnS) Repair (man) Refund (goods) Refund (post)

Amount: £

Amount: £

Please cut out this address label and attach it to the outer packaging for return. Do NOT forget to fill in your RGA code where indicated.

**The Astronomy & Nature Centre
FAO: Returns Dept
39c Lancaster Way
Witchford, Ely
Cambs
CB6 3NW**

RGA Code: _____