



## Customer Cancellation Form

**You must notify us within 14 days of receiving your order if you want to return your item/s**

(Applies to all standard stock access panels and loft hatches, See guidance in the table immediately below for other products types. Please note any bespoke item which has been made to order at your request cannot be returned)

Product type	Select how you want to return your item/s (Yourself or via our carrier)		
	Own Carrier Return at your own cost*	PARCEL COLLECTION We collect from you (Inc. tracking and insurance). If order was delivered as a parcel it will be collected as a parcel.	PALLET COLLECTION We collect from you (Inc. tracking and insurance). If order was delivered on a pallet returned items will need to be stacked and palletised.
Access Panels, Loft Hatches, Loft Ladders, Catches, Poles	✓	£25+ VAT	From £110 + VAT Per Pallet**
Roof Hatches	✓	✗	
Roof Domes, Roof Lights, AOVs	✗	✗	50% Restocking fee which includes insured pallet collection

\*If arranging your own return please ensure consignment/s are tracked and adequately insured against loss/ damage

\*\* Min pallet rate, applies to most of England, Wales and some parts of Scotland, Islands, NI & ROI etc will cost more

**NOTE:** All Item/s being returned must be packed in their original sealed packaging. If items have been opened please reseal. DO NOT MARK THE PACKAGING.

Any items being returned must be unused and in a saleable condition. Items must be in their original unmarked packaging and include all components / parts and if applicable, any promotional items.

### PLEASE COMPLETE AND ENCLOSE THIS FORM WITH YOUR ITEM/S

I/We [\*] hereby give notice that I/We [\*] cancel my/our [\*] contract of sale of the following goods [\*]

NAME:			
ADDRESS:			
TODAY'S DATE			
ORDER NO.		DATE DELIVERED:	
PRODUCT CODE/ DESCRIPTION	QTY RETURNED	ACTION REQUIRED (PLEASE TICK)	
		REPLACE	REFUND
REASON FOR RETURNING ITEM/S:			

### PLEASE ADDRESS ITEMS TO:

Customer Returns  
Jupiter Blue Ltd  
Unit 86 Marston Moor Business Park  
Tockwith  
YO26 7QF