

Returns Policy

All items must be accompanied by the Returns Form on the following page.

Right to Return

Under the Consumer Contracts Regulations, you have the right to return any merchandise except items cut to size or bespoke/made to order products. Notice to return a product must be given by emailing or telephoning our sales office. The goods must be received back within 14 days of receipt accompanied by the attached form. A refund or exchange will only be generated if the goods are received back in a resalable condition.

Postage and Packing

No refund will be made on outward or return carriage. If you are returning these goods via Royal Mail please obtain a sales receipt and certificate of posting as no refunds can be given on lost goods without proof of posting. For heavy or bulky goods we can arrange a courier collection for which you will be charged, please ring our sales office on 01691 624023 or email us at sales@jamiltonupholstery.co.uk if this is required. J A Milton are not responsible for any loss or damage to returned goods caused in transit or due to bad packing.

Faulty or Damaged Goods

If in the unlikely event goods are found to be faulty, repairs, refunds or a replacement will be dealt with in the same way using the attached form. You have up to 30 days to notify us of any problem with the goods and need to return them to us within the 30 days. If your goods arrive damaged, please phone us on 01691 624023 or email us at sales@jamiltonupholstery.co.uk.

Cancellation of an Order

Orders that have not been packed and dispatched can be cancelled. Please telephone our sales office during office hours 8.30 am to 5 pm Monday to Thursday and between 8.30 am and 4.30 pm on Friday. Tel: 01691 624023.

Please note additional terms and conditions apply for fabrics, trimmings and bespoke items.

Goods Returns Form

Returns should be sent to the address below enclosing this completed form:

J A Milton Upholstery Supplies Ltd
Ellesmere Business Park,
Ellesmere,
Shropshire,
SY12 0EW

Customer Name: _____

Account Address: (not delivery address) _____

_____ Post Code _____

Telephone Number: _____ Mobile: _____

Email: _____

I am returning the following goods

Product Code: _____ Description of goods: _____

Goods received on (date): ____ : ____ : ____ Invoice Number: _____

Reason for return: (Please give as much detail as possible attaching photograph if applicable) _____

I have notified the Sales office of this return (it is necessary to do this)

Date of return: ____ : ____ : ____ *Method of return: _____

*If you are returning these goods via Royal Mail please obtain a sales receipt and certificate of posting. No refunds can be given on lost goods without proof of posting.