

Returns Policy

All items must be accompanied by this returns form.

Under the Distance Selling Act, 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 within 14 days of receipt and goods will only be refunded if received back in a resalable condition.

If you choose to return any product to us, you are responsible for the carriage fees, we are not responsible for any loss or damage in transit or due to bad packing.

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

If you wish to cancel your order or your goods arrive damaged, please phone us on 01691 624023 or email us at sales@jamiltonupholstery.co.uk. Refunds on return postage will only be given at the basic carriage rate.

If an item is too large or bulky a courier collection can be arranged. Please contact the office in this instance.

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

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: _____

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: _____

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 without proof of posting.