

# RETURNS FORM

Thank you for your interest in Smart Learning. We're sure you'll enjoy using our resources.

### Keeping your approval items:

If you choose to keep the approval order or wish to order further resources/special offer pack, please telephone our Customer Service team who will arrange to credit the approval copy invoice and despatch a new invoice for the complete order with the balance of goods. If you have a technical enquiry about our products, please contact us on 01423 206200.

### Returning your approval items:

If you are not completely satisfied with your approval order, please return any unwanted items to Smart Learning with this returns form in their original condition within 30 days of receipt. Items kept after the approval period will be charged as per your invoice. If you need slightly longer to review the goods, please contact us on **01423 206200** to arrange this.

We recommend in all instances that schools use a secure delivery method to return items, which requires a signature upon arrival at Smart Learning. All returns should be sent to the following address:

**Returns Department, Smart Learning Ltd, Unit 2, Aston Way, Middlewich, Cheshire, CW10 0HS**

**IMPORTANT** - This is NOT a freepost address; each school is responsible for the cost of returning any items sent to them on approval. Any items returned without the completed returns form will not be accepted into our warehouse and will be returned to you. Terms and Conditions can be found on our order forms and on our website at [www.smart-learning.co.uk/delivery](http://www.smart-learning.co.uk/delivery)

**When returning your approval items please complete ALL fields in the table below:**

<b>NAME</b>		
<b>POSITION IN SCHOOL</b>		
<b>SCHOOL NAME</b>		
<b>POST CODE</b>		
<b>OUR INVOICE NUMBER</b>		
<b>REASON FOR RETURN</b>  <b>*FOR FIELDS MARKED WITH AN ASTERISK PLEASE PROVIDE FURTHER INFORMATION</b>	<b>TOO EXPENSIVE:</b>	
	<b>NOT ENOUGH BUDGET:</b>	
	<b>WASN'T RELEVANT*</b>	
	<b>DIDN'T MEET MY EXPECTATIONS*</b>	
	<b>PROCEEDED WITH ALTERNATIVE RESOURCE*</b>	
<b>Would it be appropriate for us to contact you about these products in the future?</b>	<b>YES</b>	<b>NO</b>
<b>I'd like to be informed about future products that are relevant to my subject area</b>	<b>YES</b>	<b>NO</b>
<b>Email address**</b>		

\*\*Smart Learning will only use your email address to send you information and updates about our products and services. We will not pass your details onto any other companies.

**Telephone:** +44 (0)1423 206200 **Fax:** +44 (0)1423 206222

**Returns Address:** Returns Department, Smart Learning Ltd, Unit 2, Aston Way, Middlewich, Cheshire, CW10 0HS

Company Registration No. 03931985 VAT Registration No. 752541145 Registered Office: Smart Learning Ltd, 39 Parkside, Cambridge, CB1 1PN



**OFFICE USE ONLY**

**STAFF SIGNATURE:**

**DATE OF RECEIPT:**