

REQUEST FOR CREDIT

Please fax this document to : 01633 627301 or email deliveryissues@festive.co.uk



Customer Name and Address :

Date	Festive Order No	Invoice / Delivery Note No	Returns Authorisation Number		
Customer Contact Name	Customer Account Number	Contact number	email address		
Product Code(s)	Reason for return	Comments	Price per piece	Quantity pcs returned	quantity cases returned

Terms & Conditions: For Added security, our delivery is packed using black shrink wrap, if for any reason it has be interfered with, please contact the number below immediately. Shortages or incorrect product notifications should be notified within 14 days to either deliveryissues@festive.co.uk or by calling 01633 627300, option 7. - Festive will respond within 7 days. Any faulty items (does not match product specification) should be notified immediately and no later than 15th November, allowing Festive to act in an appropriate and timely manner. Any damaged items (broken products) must be notified to us by 1st December. For all of the above, if you wish to make a request for credit (for whatever reason) please fill in this form and return to Festive using one of the options above.

PLEASE ENSURE THIS DOCUMENT ACCOMPANIES YOUR RETURNED GOODS