

MATHMOS RETURNS ADVICE

Faulty Products

If you believe your product to be faulty, please firstly refer to the Frequently Asked Questions list on our website on the relevant product page. If this does not solve your issue please [contact our customer service team](#) straight away. Do not return your item without contacting us first.

Right of Cancellation or Withdrawal

If you would like to return your product for any other reason, we are happy to accept returns within 14 days of your order being delivered. Once you have notified us, you have 14 days in which to send the product back to Mathmos. For more information on cancelling your order, please see our [Terms and Conditions](#).

1. Do not return your item without contacting us first. Please contact us within 14 days of your order being delivered by:

a. Filling out our online cancellation form: https://www.mathmos.com/cancellation_form.html

OR

b. e-mailing us at Internetuk@mathmos.com, telephoning us on 01202 620 114 or writing to us at: Mathmos, Unit 4 Holton Road, Holton Heath Trading Park, Poole, Dorset, BH16 6LG. You must let us know your name, the products for return, the dates of order and receipt, the invoice number and your email address.

2. Fill out the details below, then pack your product up in its original packaging and place this form in the package.

Name	Order ID	Product Name	Reason For Return

3. Send your product back to us. Mathmos does not accept responsibility for goods which are lost or damaged in transit, so recommend you pack your items securely and keep your proof of postage.
 - Post Office – Affix the address label to the outside of your package, take it to the Post Office and send to the address below. This is not a pre-paid label so you will need to pay return postage. Retain your proof of postage.
 - Collect Plus (UK only) – You can book a delivery by visiting www.collectplus.co.uk/send and paying £7.29 by card or PayPal to download a PDF label to attach to the returns parcel. When it's dropped off at any of the Collect+ locations a receipt will be issued as proof-of-postage and a tracking code to follow it online. www.collectplus.co.uk/send



MATHMOS RETURNS UNIT 4 HOLTON ROAD HOLTON HEATH TRADING PARK POOLE DORSET BH16 6LG	Order ID:----- Name-----	Postage Required
---	-----------------------------	---------------------