

Returns information

For a Refund
Pack your return parcel. For pillows,
duvets, bedlinen and protector please

use the original packaging.

Include this form with your return parcel with your original order number and name

Please make sure to use the correct returns address

PILLOWS AND DUVETS: CR Itd suite 89 (Milam mattress), Mail Boxes Etc Finchley, 116 Ballards Lane, London N32DN

BEDSHEETS AND PROTECTOR: Milam Returns (KoC office), Unit 1, Canada Road, Byfleet, Surrey, KT14 7JX

MATTRESSES: Please give us a call on 020 4388 4106 or send us an e-mail to hello@milammattress.co.uk to arrange your free return.

Order Date:	Order number:	Customer name:	
Qty	Product Description	Reason Code	
			Refund codes: 1. Doesn't fit properly
			2. Poor quality 3. Style doesn't suit 4. Arrived too late
			4. Arrived too late5. Not as expected6. Unwanted gift
			7. Item faulty

Your Returns Comments:

To Return Your Goods

For mattresses please give us a call to arrange your free return. For all other products please send your parcel via a post office and retain proof of postage. If your items are found faulty or not as originally ordered, we will refund your postage in full. Please allow approximately 10 days from us receiving the return to process the refund. At maximum, the money should be on the account you paid with within 30 days from us receiving the goods.

How Do I Arrange An Exchange

Please return the item you would like to replace. Once we have recieved the item back we will refund and inform you when this has "been done. Then if you would like to do so, place a new order for the product you wish to recieve. You can do this online or over the phone."

Please Note: Failure to follow this process may cause delays in processing. This returns policy does not affect your statutory rights. Please ensure you return the goods in their original condition within 30 days of receiving them. The returned goods are your responsibility until they are delivered to us. Pillows, Duvet, Sheets and Protector being returned must be in the original packaging and in a re-useable condition. We have the right to refuse a refund due to an unusable item.

Need help with your return?

Visit our website: www.milammattress.co.uk I Phone: +44 (0) 20 3488 4106 I E-mail: hello@milammattress.co.uk

