

**Dear Customer,**

Thank you for ordering from Carita House and we hope you like the goods you have ordered. Your order has been packed carefully and checked prior to despatch.

If you have any queries about your order please call us on 01270 627722 – we are open 9.00am to 4.30pm Monday to Friday. Out of office hours please leave a message on our answer phone or you can fax us on 01270 626684 or email us at [action@caritahouse.com](mailto:action@caritahouse.com)

**Items out of stock**

Any items that are out of stock are shown in the 'To Follow' column on the right hand side of your invoice. We are sorry some of the items were not in stock when you ordered – they are on order at our suppliers and we will send them to you as soon as possible. We apologise for any inconvenience caused.

**Guarantee**

If you are not satisfied with any of the goods enclosed please return them to us using this sheet and we will process them as soon as possible. A cut off self-addressed label is attached for you to use – please ensure you attach the correct postage.

**Please note however:**

We cannot accept returned items that have been worn or washed or customer damaged.

**How to return goods**

Please fill in the form below completing all possible details. Any additional comments are often very helpful and we like to know your thoughts on our products.

Please fill in the form overleaf if you require exchange goods.

Please enclose any payment for exchange goods that cost more than those you are returning.

Use the cut out label and attach the correct postage.

When sending a return parcel to us, the parcel is your responsibility until it reaches us; we recommend therefore that you obtain proof of postage from the Post Office. We will of course, give a full refund for faulty goods and refund any reasonable postage costs incurred in returning them to us.

THANK YOU FOR YOUR CUSTOM.

**CUSTOMER NAME** .....

**ACCOUNT NUMBER** .....

**ADDRESS (First Line)** .....

**POSTCODE** .....

**TELEPHONE** .....

**ITEMS RETURNED**

| DESIGN | COLOUR | SIZE | QUANTITY |
|--------|--------|------|----------|
|--------|--------|------|----------|

\*\*P.T.O. FOR ITEMS REQUIRED IN EXCHANGE\*\*

**REASON FOR RETURN (PLEASE CIRCLE APPROPRIATELY)**

- |                   |                    |
|-------------------|--------------------|
| UNSUITABLE        | WRONG ITEM SENT    |
|                   | INVOICED CORRECTLY |
| DON'T LIKE COLOUR | NOT ORDERED        |
|                   | INPUT ERROR        |
| DON'T LIKE FIT    | FAULTY             |

PLEASE TICK ONE OR MORE OF THE FOLLOWING ACCORDINGLY:

- PLEASE REFUND ME FOR THE ABOVE GOODS  
I PAID BY CREDIT CARD / DEBIT CARD / CHEQUE
- PLEASE LEAVE MY ACCOUNT IN CREDIT
- PLEASE SEND EXCHANGED GOODS LISTED OVERLEAF
- I ENCLOSE A CHEQUE FOR £ \_\_\_\_\_
- PLEASE CHARGE MY CREDIT CARD  
AS BEFORE INCLUDING FIRST CLASS POST

**COMMENTS**

**Your Certificate of Posting**

Items addressed to:

Carita House  
Stapeley  
Nantwich  
CW5 7LJ

Accepted by:  
Post Office Counter  
Datestamp



Please ensure this is stamped  
as proof of posting

To  
Carita House  
Stapeley  
Nantwich  
CW5 7LJ

Please  
Affix  
Correct  
Postage

# Carita House

# Order Form

Stapeley, Nantwich,  
Cheshire CW5 7LJ  
Tel: 01270 627722  
E-Mail: [action@caritahouse.com](mailto:action@caritahouse.com)  
Website: [www.caritahouse.com](http://www.caritahouse.com)

VAT No. 158 9021 50

**Block Letters Please  
FOR FASTER PROCESSING  
PLEASE COMPLETE YOUR**

Name

A/C No:






Address

Postcode

Telephone

Date

Email Address

|   |   |  |                                |
|---|---|--|--------------------------------|
|    |   | I wish to pay by Cheque/Postal Order/Electron/Visa/Maestro/Solo/Mastercard |                                |
|   |   | My card number is (13 or 16 digits) <i>(delete as necessary)</i>           |                                |
|   |   | <input type="text"/>   |                                |
| Signature <input type="text"/>  |   |  |                                |
| Valid From  | / | Expiry Date  | /                              |
| <input type="text"/>  |   | <input type="text"/>   | Issue No. <input type="text"/> |
| Name (on credit card) <input type="text"/>  |   |  |                                |
| The last 3 digits of Security No. <i>(this number can be located on reverse of your card)</i> <input type="text"/>  |   |  |                                |

| Quantity   | Design No. | Description | Colour | Size | Price |   | Total |   |
|--|------------|-------------|--------|------|-------|---|-------|---|
|  |            |             |        |      | £     | p | £     | p |
|  |            |             |        |      |       |   |       |   |
|  |            |             |        |      |       |   |       |   |
|  |            |             |        |      |       |   |       |   |
|  |            |             |        |      |       |   |       |   |
|  |            |             |        |      |       |   |       |   |
|  |            |             |        |      |       |   |       |   |
|  |            |             |        |      |       |   |       |   |
|  |            |             |        |      |       |   |       |   |
|  |            |             |        |      |       |   |       |   |
|  |            |             |        |      |       |   |       |   |
| <b>Goods Total</b> Includes <b>FREE</b> 2nd class postage  |            |             |        |      | £     |   |       |   |
| <b>Additional Postage for Equipment as per price list:</b>   |            |             |        |      | £     |   |       |   |
| <b>Optional Extra - 1st Class Postage- £1.00 per item</b>  |            |             |        |      | £     |   |       |   |
| <b>Optional Extra - Special Delivery - per 2kg parcel £8.00 (Signature on receipt. Delivery by 1pm)</b>    |            |             |        |      | £     |   |       |   |
| <b>Optional Extra - Courier Service - per box £10.00 (Signature on receipt. Delivery next working day)</b> |            |             |        |      | £     |   |       |   |
| <b>TOTAL ORDER</b>   |            |             |        |      | £     |   |       |   |

P.T.O.

