RETURN FORM

DeDannan products may be returned to us, you must contact us within 14 days as per distance selling regulations and fill out our returns for. To return an item purchased in our online store please, contact the DeDannan Returns team on info@doorandwindowparts.ie with the subject "DeDannan Online Return (order number)". Order support is available via email at info@doorandwindowparts.ie or by calling +353874056363 Monday to Friday, 10.00 am to 2 pm (excluding weekends and holidays) All items should be returned in unused and unopened/undamaged condition, with a completed return form and a copy of the purchase invoice, to our Return Center: address is below. Any items returned used or damaged will not be processed and returned to you.

Return Instructions

Please follow the instructions below when packing and sending your product for return. It's important to note that the instructions below must be followed in order for us to properly process your return.

• Send the item in its original packaging. Pack the item carefully so that it will not be damaged during the shipping process. We suggest using a box and bubble wrap. Include a copy of the purchase invoice (included with your shipment) and this return form. We will not be able to process a return for any shipment received without a purchase invoice and return form.

• It is recommended to use a secure delivery method such as courier or registered post to send the item. Returning the item to DeDannan Customer Service Center in person during office hours is also accepted. DeDannan is not responsible for items lost in transit or damaged on return transit, and a return cannot be processed until the item is received. All returns should be sent to the following address:

> DéDannan Door and Window Parts
> Drummeel
> Ballinalee
> Longford
> N39P7E5

CUSTOMER INFORMATION: [PLEASE PRINT CLEARLY]

Order #:_____   Order Date: _____

Name:_____   Tel No:_____

Address: _____

E-mail Address: _____

Please list the contents and quantity to be returned below:

Qty	Item Number	Description	Reason Return*

*Reason for Return: [] Wrong item received   [] Wrong item ordered   [] Does not want   [] Damaged in shipping   [] Defective

Comments: _____

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