



Blyth House, Bridge Street, Halesworth, Suffolk, IP19 8AB, UK
tel: 01986 874422 • fax: 01986 874425 • email: info@worldlandtrust.org • website: www.worldlandtrust.org

Thank you for your order. We hope you are pleased with your purchase, but if you are not entirely satisfied you may cancel your order and return the goods to us. You must notify us within 14 days of receiving the goods of your intention to return them, either by contacting us directly, or by returning them using the returns slip below. **Please note:** this applies only to purchases of goods, and not to donations or gift donations. We cannot accept returns where the goods have been personalised unless they are faulty, or we have made an error.

How to cancel your order

Please complete the form below and include it with the return parcel. Take care to obtain a proof of postage. Once we have received the returned goods we will issue a refund for the value of the goods, subject to the following provisos:

- any prepacked items (eg. packs of cards, videos/DVD, etc), must be returned in a saleable condition, unless they are faulty or damaged; we may reduce the refund if the goods are damaged or show signs of having been unreasonably used.
- postage will be refunded only to the standard rate offered; we will not refund if a more expensive delivery option has been chosen by you.
- if you are returning part of your order, the refund on the postage will be reduced proportionately.

The cost of returning the goods will be refunded only if they were faulty, damaged or not as described. You will be liable for the cost of returning the goods if you do so for any other reason (eg. change of mind).

It is expected that you will take reasonable care of any goods you wish to return and ensure that they are securely wrapped.

Please allow up to 14 days for us to process the refund. Refunds will be by your original payment method (to your original card if you paid by credit/debit card, or by cheque for payments by cheque).

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Your name:

ID	
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Address:
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Postcode:

email: phone:

Please tick as appropriate: I wish to cancel the order and return all the items or

I wish to return the following items

Description	Qty	Reason

Please send your return parcel to: Blyth House, Bridge Street, Halesworth, Suffolk, IP19 8AB, UK
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For full details of our terms and conditions, please go to [Terms and Conditions of Sale](#)
World Land Trust Complaints Policy is available on our website: <http://www.worldlandtrust.org/about/how-we-work/policies/complaints-procedure>