



## Charlie Bears Returns Form

If you are returning an item to Charlie Bears, please ensure that you complete the form below and send this back to us together with the item you are returning or e-mail the completed form to [us-sales@charliebears.com](mailto:us-sales@charliebears.com).

## ORDER DETAILS

<b>Order number</b> (if applicable)	
<b>Web order or telephone order?</b>	
<b>Order date</b>	
<b>Item to return</b>	
<b>Reason for return</b> (please include the relevant number from the list below and further details if required)	

## CUSTOMER DETAILS

<b>Customer name</b>	
<b>Address</b>	
<b>Phone</b>	
<b>E-mail</b>	
<b>Membership number</b> (if applicable)	

### Reason for Return

Please chose the relevant number and include this in the details above:

1. Do not like the bear/product
2. Arrived too late
3. Duplicate order
4. Item not as described (please specify)
5. Unwanted gift
6. Wrong item sent
7. Incomplete order received
8. Changed mind
9. Item faulty (please specify)
10. Quality not as expected
11. Wrong item ordered/error
12. Other (please specify)

# RETURNS POLICY

## **Please return all orders to:**

Charlie Bears North America Inc, Gateway Centre, 1119 Gateway Boulevard,  
Boynton Beach, Florida, 33426

## **Charlie Bears Returns Policy**

Please note that you are entitled to cancel your order and return the goods within 14 days for a refund, which may include the cost of delivery. Please do this by contacting us by email ([us-sales@charliebears.com](mailto:us-sales@charliebears.com)) or telephone (561-328-9936). Please note that you are responsible for the cost and risk of loss or damage when returning the goods, so you should take out enough postal insurance to cover their value and send all goods on a tracked and signed for service. The cancellation policy does not affect your rights when we are at fault - for example, if goods are faulty or not accurately described. Any goods returned should be in sale-able condition, with any seals and wrappers unbroken. These terms apply to your order, and we may change our terms and conditions at any time. None of these terms affect your legal rights and these are not diminished in any way. If any term is held to be invalid under any applicable statute or rule of law, that term is automatically omitted from the terms to minimum extent necessary to comply with the law and without affecting the validity or enforcement of the remainder.

It is essential that you complete our returns form ensuring that you answer all the questions and send it back to us together with the product you wish to return to the address below. Please note that products returned without a returns form will not be dealt with until we receive the completed form from you.

## **Faulty or incorrect items**

If you believe that the item which you have received is faulty or incorrect in any way, then please contact our customer services team via 561-328-9936 or e-mail [us-sales@charliebears.com](mailto:us-sales@charliebears.com). We can then assist and advise you on your return. Please ensure that you include as much detail as possible with regards to any faults or issue with the product in question.

Please allow 5-7 working days for your return to be processed and we will acknowledge receipt of your returns as soon as possible. Please also allow 5-10 working days for the refund to show in your account as this time frame is dictated by your bank or card issuer and this is outside of

our control. If for any reason that we are not able to process your refund, we will contact you directly to rectify this as soon as possible.

## **Part of your order is missing**

Regrettably, mistakes can happen. If you have received your order and an item is missing, please first check whether the other item is being sent in another format by checking your on-line account. If the item was due to arrive all together then please contact The Cubhouse on 561-328-9936 with your order details (order number, items ordered) and the team will do their best to investigate and rectify this for you as soon as possible.

## **Return postage**

We will refund your returns postage if you are returning the goods to us and the goods are faulty or incorrectly described. If you have simply changed your mind and your order is as expected, you will need to return your order at your own cost. Please note that the item is your responsibility until it reaches us, we recommend that you use a postal service which insures you for the value of the goods. We will not refund any goods which are lost in the post.

## **International returns**

It is essential that you return your goods to our USA address, as detailed above, if your original order was placed via the Charlie Bears USA website ([charliebears.com](http://charliebears.com)). If your order is not faulty or incorrect, any charges incurred to return the goods to us will be your responsibility. If you are returning anything to us from outside of the USA, then you must complete a customs declaration correctly and fully. If your package is stopped at customs and the charge levied, we will refuse payment, and the goods will be returned to you. Under no circumstance will we pay customs duty to receive our goods back. Please note - you are unable to return your Charlie Bears USA order to our other HQ's (UK or AUS) should you need to return an order to us.

**For more details on returning goods then please call us on 561-328-9936 or e-mail: [us-sales@charliebears.com](mailto:us-sales@charliebears.com)**

