



## Customer Cancellation Form

You must notify us within 14 days of receiving your order if you want to return an item

This applies to **standard stock access panels and loft hatches only**. See the table below.

Bespoke items made to your specifications, most AOVs, Rooflights, Roof hatches (UPVC) and Clearance items cannot be returned.

| Product type                                                                                              | How to return                                                                          |
|-----------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| Access Panels, Loft Hatches, Loft Ladders, Catches, Poles, Roof Hatches (Steel / Aluminium), Coxdome AOVs | Send unused products back to us in their original packaging / protection for a refund* |

\*Please ensure consignment/s are tracked and adequately insured against loss/ damage. We recommend taking photographs showing the items were in as new condition prior to being returned.

### PLEASE COMPLETE AND ENCLOSE THIS FORM WITH YOUR ITEM/S

I/We [\*] hereby give notice that I/We [\*] cancel my/our [\*] contract of sale of the following goods [\*]

|                              |              |                               |        |
|------------------------------|--------------|-------------------------------|--------|
| NAME:                        |              |                               |        |
| ADDRESS:                     |              |                               |        |
|                              |              |                               |        |
| TODAY'S DATE                 |              |                               |        |
| ORDER NO.                    |              | DATE DELIVERED:               |        |
| PRODUCT CODE/ DESCRIPTION    | QTY RETURNED | ACTION REQUIRED (PLEASE TICK) |        |
|                              |              | REPLACE                       | REFUND |
| REASON FOR RETURNING ITEM/S: |              |                               |        |

**NOTE:** All Item/s being returned must be packed in their original sealed packaging. If items have been opened please reseal. DO Not MARK THE PACKAGING.

#### SEND ITEMS TO:

Customer Returns  
Jupiter Blue Ltd  
Unit 86 Marston Moor Business Park  
Tockwith  
YO26 7QF