APPROVED RETURNS - SHIP TO:

SINERGIA VENTURES LTD
71-75 Shelton Street, WC2H 9JQ
London, United Kingdom
+44 7786 551851
support@royalkitchensupplies.com

Returns Form

DEFECTIVE ITEM - RETURN REQUEST

Return Eligibility

- Returns are accepted for **defective products only**, reported within **14 days of delivery**.
- **Contact us before sending anything back** - items sent without prior approval may not be accepted.
- Defective means: arrived damaged, faulty, or different from what you ordered.
- Return the item with its original packaging, tags, accessories, and included documents.
- Pack items carefully to prevent further damage in transit.

Order Number	
First Name	
Last Name	
Email Used in Checkout	
Support Ticket Number (*)	
Preferred Resolution	☐ REPLACEMENT ☐ REFUND ☐ STORE CREDIT

Items Being Returned

PRODUCT NAME / SKU	QTY	DEFECT DESCRIPTION

Additional Comments (**)	

(*) Provided by our support team after your return is approved. Contact support@royalkitchensupplies.com to start the process.

(**) For replacements, specify your preferred size, colour, or alternative product. Subject to availability.

How to Arrange a Return

1. **Contact us within 14 days of delivery.** Email support@royalkitchensupplies.com with your order number, a description of the defect, and clear photos or a short video. For transit damage, include a photo of the packaging.
2. **Wait for approval.** Our team reviews your report and confirms whether the return qualifies. Do not send anything until you hear from us.
3. **Prepare your package.** Once approved, pack the item with its original packaging, tags, and accessories. Fill in the returns form (previous page) and include it inside the package.
4. **Ship the item to the address shown on this form.** Use a traceable shipping method and keep your carrier receipt until the return is fully resolved.
5. **Inspection and resolution.** Once we receive and inspect the item, we process your approved refund, replacement, or store credit.

Important Notes

- All returns require **prior approval**. Items sent without confirmation from our team may not be accepted or refunded.
- For approved defective returns, we cover return shipping costs. For returns from outside the EU, please contact us for shipping arrangements.
- Include all original labels, tags, accessories, and packaging materials with your return.
- When returning multiple items, list each one on the returns form with its defect description.
- Refunds are issued to the original payment method when possible. Processing times depend on your payment provider.
- Replacements are subject to product availability. If your preferred item is unavailable, we will contact you to discuss alternatives.

For Returns From Outside the EU

- Write **"Returned Goods - Failed Sale"** clearly on the outside of the package and on customs declarations (CN22 / CN23). Omitting this may cause the package to be refused at customs or returned to you.
- Do not attach the original order invoice to the return package. Declare the value of each returned item individually on the customs form.

Not Sure If Your Item Qualifies?

- If you are unsure whether your situation is covered, contact us within 14 days of delivery. We will review your case and let you know before you send anything. Our full return policy is available at **royalkitchensupplies.com/returns**.

Questions?
We are here to help with your return.

support@royalkitchensupplies.com
+44 7786 551851
royalkitchensupplies.com/returns