

# Fusion Couples Vibrator Claim Form

Ann Summers

Please complete the form below as your feedback is important to us. You will need to attach your purchase receipt to this form, which must be within the 28 day return period or your claim won't be valid. Please see reverse for more information.

**Mandatory fields\***

Full name\*:

Email address\*:

Address\*:

  
  
  
  
  

Post code\*:

DOB\*:

dd/mm/yyyy

Where did you purchase your Fusion Couples Vibrator?

ONLINE

STORE

PARTY

If you do not want to join our mailing list to hear about promotions, offers and events please tick this box

Please detail as to why you're not 100% satisfied (30 words minimum)\*:

**Got a question about our money back guarantee?**

Contact us on 0333 440 6969 (Open hours: Mon - Fri 08:00 - 20:00, Sat 09:00 - 18:00, Sun 09:30 - 18:00)



Customer Services  
Gold Group House  
FREEPOST CN3021  
Whyteleafe  
CR3 OGG

# How to Claim and Terms & Conditions

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## How to Claim

We're sorry to hear your Fusion Couples Vibrator didn't hit the spot. To receive a full refund follow the simple steps below;

- Download, print off and complete the claim form
- Cut off the Freepost returns label at the bottom of the form and stick this to the front of your parcel
- Pop the form, toy and a copy of your receipt in the post to us – we'll do the rest

Please remember your receipt **must be within 28 days of purchase** or you claim won't be valid. We also recommend you hang onto your proof of postage just to be on the safe side.

Finally we'd love to hear your feedback as we're always looking for ways to improve our products, so please make sure you fill out the feedback section on the form.

## Terms & Conditions

1. The instructions above form part of the terms and conditions of this promotion.
2. This guarantee is open to all UK and ROI residents aged 18 or over.
3. This guarantee covers the Fusion toy only and does not cover any other product which Ann Summers sells.  
Fusion Couples Vibrator: SKU 07SCNRAS1172
4. Your application for a refund must be received by Ann Summers Returns Dept within 28 days of the date of purchase.
5. Your original receipt must be included in your package for your refund to be actioned. Your receipt will not be returned to you. If you need to keep your receipt because it has multiple items on it, please make a photocopy and send this.
6. The Fusion toy which you are dissatisfied with must be returned to receive a refund. No refund will be made without proof of purchase from Ann Summers.
7. Your 'summary page' must be printed and included in your parcel to receive a refund. The summary page will be automatically sent to your email address for you to print at your own convenience.
8. The guarantee is only valid if you have purchased your Fusion Couples Vibrator in an Ann Summers high street store, on [www.annsummers.com](http://www.annsummers.com), via a Party Ambassador at an Ann Summers party or via an Ann Summers store on eBay and Amazon. The toy bought by any other channel or method are not included in this promotion.
9. Only one refund per household is permitted.
10. You will be refunded the actual price you paid for your Fusion toy as shown on your receipt.
11. Refunds to customers on [www.annsummers.com](http://www.annsummers.com) will be made via the original payment method. Customers who purchased in-store or via a Party Ambassador will be sent a cheque via Royal Mail. Refunds will be made directly to the applicant only. Refunds are non-transferable and cannot be reissued for any reason.
12. This guarantee will run until 11/09/2017. Ann Summers reserves the right to withdraw the guarantee at any time.
13. Fusion toys bought up until midnight 11/09/2017 can apply for a refund as long as the claim reaches Ann Summers Returns Dept by 28/01/2018. Purchases from the 12/09/2017 will not qualify.

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