

Cancellation Form



Returns Instructions

This form may be used if you wish to cancel your purchase, in accordance with the terms of your contract with us.

To cancel your purchase using this form, simply:

1. Print out and complete this form
2. Repack any items to be returned, including this completed form
3. Send back to us at the Returns Address below

When returning any items by post, we recommend that you use a postal service that insures you for the value of the goods you are returning and gives you proof of postage.

Returns Address:

Asda Direct, PO Box 9564, Newark, NG24 9GF, United Kingdom

Your Information

Name:

Address:

Order number:

Telephone number: _____ Email address: _____

Signature: _____

Cancellation Information

I/We* hereby give notice that I/We* withdraw from my/our* contract of sale for the following products. (*delete as appropriate)

(Please provide below the product ID, description and quantity being cancelled.)

Product ID	Description	Quantity

Contact Us

If you have any queries, please contact our customer service team at:

Customer Services (ASDA Direct), Asda House, Southbank, Great Wilson Street, Leeds LS11 5AD

Email: asda1@mailgb.custhelp.com

Telephone: (+44) (0)800 952 3003 (lines are open between 8am and 8pm (GMT), 7 days a week)

Alternatively, **visit** our Customer Service pages at <https://asda.custhelp.com>.

If you wish to state the specific reason why you are cancelling then please circle the applicable option(s) below. Please note that this information is optional.

Reason Codes

1. Wrong Item Despatched	7. Changed Mind	13. Colour not like catalogue/ Web Picture
2. Damaged/Broken Item	8. Wrong Item Ordered	14. Footwear - Too Tight
3. Parts Missing	9. Item didn't fit - Too Small	15. Footwear - Too Loose
4. Item Not as Specified	10. Item didn't fit - Too Big	16. None
5. Order was Cancelled	11. Item didn't fit - Too Short	
6. Item Received later than delivery promise	12. Item didn't fit - Too Long	