

# Patched Media Ltd

Firebeacon Farm, Firebeacon Lane, Marshchapel, Louth, Lincolnshire, LN11 7BE

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Company No: 6710179 – VAT No: 905 1425 55

Dear Sir/Madam,

Many thanks for your enquiry regarding a product you recently purchased from our Company; we are very sorry to hear that you no longer require the product or it has potentially become faulty.

There are now 2 options that you may wish to consider. We will of course happily accept your item back for examination and repair or replacement as required; or give you a full refund if you would prefer. In either event please return the product, with all associated screws, fixings, cables, discs, manuals and any other items (Everything you received from us) back to:

**Patched Media Ltd**  
**Firebeacon Farm, Firebeacon Lane**  
**Marshchapel**  
**Louth, Lincolnshire**  
**LN11 7BE**

Once the item has been received by our Returns Department we will action accordingly. If you would prefer a refund on your order, please specify this.

**Important:**

- 1) Please write your order number on the outer wrapping of your item so that we can identify your return when it arrives.
- 2) Please specify the full reason for the return using our returns form. This is downloadable from [www.patchedmedia.co.uk>Returns-Form.pdf](http://www.patchedmedia.co.uk>Returns-Form.pdf)
- 3) **Do NOT place labels or write directly on the products box/packaging with pen/ink**  
**For a full refund to be carried out on an unwanted item it needs to be returned in a re-saleable condition, this includes the product box.**
- 4) Please if possible utilise the **original protective box/transit packaging** that the item was delivered in. Failing this please parcel the item up for shipment back to us.
- 5) Please place a copy of your returns form and a copy of this email in the parcel.

Please ensure that you adhere to the 5 points above to alleviate any potential delay in processing your request.

Many thanks

Customer Services

**Patched Media Ltd - Innovative E-Commerce**

Website: [www.patchedmedia.co.uk](http://www.patchedmedia.co.uk)

Email: [mailbox@patchedmedia.co.uk](mailto:mailbox@patchedmedia.co.uk)