

# Money Back Guarantee



Thank you for taking the time to contact us.

We are sorry that you are not entirely satisfied with our product, and as promised we offer a full money back guarantee.

## Instructions

Please follow the instructions to apply for your money back for Dr. Beckmann Stain Devils Survival Kit for which we will require you to fulfil the following 3 actions:

1. Fill in the questionnaire
2. Read and agree to the terms and conditions by signing the box below.
3. Send the completed questionnaire and till receipt as proof of purchase to us.

## Personal Details

Please fill in the following details about yourself (CAPITALS PLEASE)

Title  First Name  Last Name

Your Address

Postcode

## Questions

Please fill in the following questionnaire and return to us with your till receipt as proof of purchase:

1. Have you used Stain Devils before?
2. Which type of stain did you attempt to remove?
3. What type of fabric was the stain spilled on?
4. Which Stain Devils did you use to try and remove the stain?
5. Had you made any attempts to remove the stain previously?
6. What other products had you used unsuccessfully?
7. How long did you leave stain before treating it?

Please add any additional comments in box below:

## Terms and conditions

- This offer is open to all residents in the UK over 18 years of age.
- Application should include your name, address, postcode.
- Application requires an original till receipt, showing your purchase of Dr. Beckmann Stain Devils Survival Kit.
- Application requires a completed questionnaire - please print the completed questionnaire and post it back to us.
- Only on receipt of completed questionnaire, with correct till receipt, will we be able to make a full refund.
- Claims must be made within 3 calendar months of the date on your till receipt.
- Acdoco is not liable for applications that are lost in the post, incomplete, delayed or damaged.
- The closing date is 31 December 2012.
- Only one application per household allowed.
- Please allow 28 days for refund.
- Send completed questionnaire and till receipt as proof of purchase to Helen Why, Customer Services Dept, Acdoco, Kelly Street, Blackburn, BB2 4PJ.
- This does not affect your statutory rights.

Signature

Date