

Please use the 'complaint about goods' form (below) to fill out or use as a template, and provide all of the information about any complaints you may have, as a simple letter and send it to us via our email [enquiry@floralflames.co.uk](mailto:enquiry@floralflames.co.uk) as fast as possible. Thank you.

To: FLORAL FLAMES Art Candles & Lanterns

## COMPLAINT ABOUT GOODS

On date:..... Paid by CASH, CARD, BACS..... Ref.no. /order.....

I bought (item):..... and received it on (date).....

I have discovered that the (item) has the following problem .....

I wish to REPAIR / EXCHANGE / FULLY REFUND .....

Additional comment .....

**(IN CAPITAL LETTERS PLEASE) :**

My name .....

Address .....

.....

Post code.....

Phone number .....

Email address .....

Please send the faulty item to the address below:

FLORAL FLAMES  
16 Leaze Road  
Melksham  
Wiltshire SN12 7EX

Useful links (please read carefully):

[Terms and Conditions](#)

[Shipping Policy](#)

[Return and Refund Policy](#)

[Privacy Policy](#)