Cancellation Form

We are happy to replace or refund unsuitable items within 28 days of purchase.  Please return the item to the address below with all the requested below details

**Returns Address for the UK**

FREEPOST HIGH LIFE SHOP

Telephone: 0345 6000 757 (Monday - Friday 09.00 - 18.00)

**Returns Address for Outside the UK**

High Life Shop - Tourvest Returns

PO Box 677

HOUNSLOW

TW4 6FD

Telephone: +44 (0)370 241 0777

I/We\* hereby give notice that I/We\* cancel my/our\* contract of sale of the following goods:

**Description: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Order number** (if applicable): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Ordered on** (date): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Delivered on** (date): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Name of customer(s)**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Address of customer(s)**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**E-mail or telephone number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signature of customer(s)**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\*delete as applicable

Please note we are not responsible for returned goods that are lost in the post, proof of postage is not proof of delivery to us.

For further information on our returns procedure please visit

[www.highlifeshop.com/terms-and-conditions](http://www.highlifeshop.com/terms-and-conditions)

**Our contact information:**

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| **If you are within the UK:** | **If you are outside of the UK** |
| FREEPOST HIGH LIFE SHOPTelephone: 0345 6000 757 (up to 10p/min) | British Airways High Life Shop PO BOX 4734, Slough , SL3 3HUTelephonic Support: +44 (0)370 241 0777 |
| Email Support: Support@highlifeshop.comPrivacy Mailbox: Privacy@highlifeshop.com |
| Support Times: | Monday to Friday 09:00 and 18:00 (UK time) Except UK public holidays. |
| Please note that our offices are closed from 13:00 (UK time) on Christmas Eve and New Year`s Eve. |

Last updated: December 2020

Tourvest Duty Free (UK) Ltd t/a Tourvest Retail Services