

DATE OF ORDER	ORDER NUMBER

QTY	PRODUCT CODE	DESCRIPTION	SIZE	REASON CODE

REASON CODES

- 1 - Size
- 2 - Style
- 3 - Colour
- 4 - Not as Described
- 5 - Defective Item
- 6 - Damaged
- 7 - Ordered Wrong Item
- 8 - Unauthorised Purchase
- 9 - Received Wrong Item
- 10 - Ordered Wrong Item
- 11 - Extra Item

HOW TO MAKE A RETURN?

- ① Warning! The returns address varies depending upon the product. You must contact us first. We will then send you the correct returns address for your product. We answer emails within 24 hours. Alternatively, you can live chat us during opening hours or call us. Do not send items to our registered address; the parcel will be rejected at the door.
- ② We aim to respond within 24 hours. So keep an eye on your emails :)
- ③ Remember to complete the returns note and add inside the package. Remove existing courier label from the box, alternatively place new courier label on top of the existing label.
- ④ Once we receive the return we will email notify you to confirm the package has been received, refunds vary depending on the payment provider used, we usually say allow 3 days for PayPal transactions and up to 14 business days for credit & debit card transactions. For more info, visit our website and navigate to "Returns & Refunds".

RETURNS ADDRESS | Do not send items back to registered address, they will be refused at the door