

DATE OF ORDER	ORDER NUMBER

QTY	PRODUCT CODE	DESCRIPTION	SIZE	REASON CODE

- Reason Code**
- 1: Size
 - 2: Style
 - 3: Colour
 - 4: Not as described
 - 5: Damaged
 - 6: Ordered wrong item
 - 7: Received wrong item
 - 8: Extra item
 - 9: Unauthorised purchase


Return Instructions

1: Warning! The returns address varies depending upon the product. You must contact us first for the appropriate address. We are available by live chat, email or phone. Head over to www.ubaahaus.co.uk for more info.

2: Complete the returns note, order info can be found by login into your account and heading to **accounts/orders** or referring to your packing slip

3: If you are recycling your old box remember to remove the old shipping label

4: Once we receive your return we will email you within 24 hours to let you know that we have received and are now processing your return. Once processed and a refund has been issued you will receive another email notifying you. Please allow 3 to 5 working days for the payment processor to complete transaction.

 Do not send items to registered address, items will be refused at door.