

Thank you for ordering from Farah. We hope that you enjoy your order, if you wish to return an item(s) you can do so for free via InPost or Royal Mail within the UK.

EXTENDED RETURNS: If you have ordered from the 19th November to the 6th December, you will have until the 6th January to return. Please complete this form using the information found on your packing slip included in your package. If we receive an item that is outside of the return time frame it will be sent back to you.


Need a return package?

Simple, re-use the bag we sent it to you in and use the extra self seal strip. Place your new label over the top of the previous one.

CUSTOMER PO		e.g. WFAR1135.
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QTY	ITEM #	DESCRIPTION	SIZE	REASON

HOW TO RETURN



Return with ease and find a locker near you with InPost.
Follow the steps here:
https://returns.inpost.co.uk/farah_returns

Or



Refer to your instructions included in this package or
print your own label at home here:
www.royalmail.com/track-my-return/create/2433

REASON FOR REFUND

- 1 Too Large**
- 2 Too Small**
- 3 Not as Expected**
- 4 No Longer Needed**
- 5 Incorrect Item Received**
- 6 Damaged/Faulty** (Please specify below)
- 7 Doesn't fit well** (Please specify below)

Need to chat with someone?
www.farah.co.uk/customerservice
 Tel: +44 03330144406

If your item was faulty or doesn't fit well, please specify here:

EXCHANGES:

We are currently not able to offer an exchange service. If you require a different colour or size please return the unwanted item and place a new order.

IN STORE & RETAIL PARTNERS:

We are currently not able to accept returns via any of our Farah Stores or Retail Partner Stores.

RETURNS POLICY:

Returns can take up to 12 days to reach us. We endeavour to process your return on the same day we receive them. However, the process may take up to 5 working days in busy periods.

After your return has been processed you will receive an email confirming the refund. Refunds can take up to 5 days to be credited.

<https://www.farah.co.uk/pages/returns>