Returns form

Please complete this form in full and include it in any parcel being returned.

Customer address:	Delivery address:	Order number:	Date received in warehouse: (warehouse use only)

Item code	Item description	Quantity dispatched	Quantity returned	Return code	Please tick one option	
					Replacement	Refund

Reason for return codes: **A** - Faulty **B** - Damaged **C** - Unsuitable **D** - Wrong size or colour

E - Don't like **F** - Parts missing **G** - Wrong item received **H** - Adverse reaction **I** - Recalled item

Additional comments:

How to return if you ordered in clinic

If you placed your order in our clinic, you'll need to return the item(s) back to the clinic.

Please take this form and your receipt with you when returning your item(s).

How to return if you ordered online

Option 1: Return to the clinic
Take the item(s) and this form with you in to the clinic for a refund or replacement.

Option 2: Return by post or courier
Please complete the above details and send this form with your items. Please note it is your responsibility to arrange the return to us. Returns should be sent to Private Harley Street Clinic, 72 Great Titchfield Street, London, W1W 7QW.

You can return any unwanted item(s) within 14 days of receiving your order for a refund or replacement free of charge.

We can only replace like for like item(s). Medicines including testing kits, personalised gifts or cosmetic products which have been opened cannot be refunded or exchanged, unless they're faulty.

We'll process your return for a replacement or refund as soon as it's received. If you've asked for a replacement, we'll update you via email. If your item(s) is out of stock, we'll refund you instead.

For refunds, we'll credit your original payment method. Please allow up to 14 days of receiving your return email for the refund to be processed.