

RETURNS ADDRESS
The Hour Ltd
71 Townmead Road
London SW6 2ST
United Kingdom

YOUR DETAILS

FULL NAME:	
ORDER NUMBER:	DATE OF PURCHASE:
EMAIL ADDRESS:	CONTACT NUMBER:

ITEMS RETURNED	REFUND	EXCHANGE	REURNS REASON CODE	RETURN REASON
				1. Too big
				2. Too small
				3. Ordered the wrong size
				4. Doesn't suit me
				5. Looks different from images
				6. Arrived too late for occasion
				7. Unsatisfactory quality
				8. Others (Please specify in notes)

NOTES TO MERCHANT: (If you would like an exchange please specify here)

Please sign below to confirm that the garment/garments are unworn and in the same condition as you received it in:

SIGNATURE: _____ DATE: _____

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RETURNS

UNITED KINGDOM

- Within the UK, returns are complimentary within 14 days of purchase. Items must be unworn, unwashed, and undamaged with all original tags attached.
- Please fill out the Returns Form included with your order and send us an email at orders@thehourlondon.com with your full name and reason for return. We will issue a returns label and organise for our couriers to collect the parcel from your original delivery address.

US, EUROPE, & REST OF WORLD

- Please fill out the Returns Form included with your order and return your item(s) within 14 days of purchase.
 - Items must be unworn, unwashed, and undamaged with all original tags attached.
 - We regret that International returns are not free. Please use the courier service of your choice to return your item(s) within 14 days of purchase.
 - Do make sure to obtain a proof of postage for your records, and send us an email at orders@thehourlondon.com to let us know it's on the way.
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- Return parcels may take several weeks to be delivered, depending on your courier. Once your items have arrived, please allow 7-10 days for your refund to be processed. We'll send you an email once the refund is on its way.
 - Please note that refunds will be made to the original method of payment.
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EXCHANGES

Need a different size or prefer a different colour of the same style? For an exchange, please return the item(s) within 14 days of purchase as instructed above and choose the exchange option. Include your invoice with the return explaining which size or colour you would like in exchange. If the item is available, we will ship it to you free of charge once we process your return.
