

# RETURN FORM

ORDER NO.	FIRST NAME	SURNAME

## Return or Exchange:

If for any reason you are unhappy with your purchase and wish to return, we will offer a full refund or exchange within 28 days of you receiving the order.\* (T&Cs, apply on Celebration Collection)

## More Details:

For further details on our returns and exchanges policy, please visit our web page, or scan the QR code in this form.



ORIGINAL PRODUCT		EXCHANGE/ REFUND		
CODE	SIZE	REASON CODE	EXCHANGE SIZE	REASON CODE:
				1. Too Small / Too Short
				2. Too Big / Too Long
				3. Product Looks Different
				4. Poor Quality / Faulty
				5. Changed Mind
				6. Doesn't Suit My Child
				7. Incorrect Item Received
				8. Late Arrival
				9. Bought Multiple Sizes
				10. Other (please specify)

## RETURN ADDRESS

### PEPA LONDON

Big Yellow Croydon  
202-216 Thornton Road  
Croydon, Surrey  
CRO 3EU

## HOW TO MAKE A RETURN

1. **Complete the return form** above.
2. **Wrap the items securely** and ensure all documentation is included within the parcel.
3. **Post it to us** using your usual delivery company (we recommend items are returned using a recorded delivery service).

*Refunds will be transferred via the original payment method within 28 days of receiving your return.  
Exchanges will be sent back to you, with no extra cost, within 28 days of receiving the original items.*

## ASSISTANCE

✉ EMAIL US:  
hello@pepalondon.com

☎ CALL US:  
+44 (0) 808 175 6154  
(Monday to Friday 10am - 6pm GMT)