

SECTION 1: ABOUT YOU

Your Full Name:

Your Email Address:

SECTION 2: ABOUT RETURNED ITEMS

Your Order Number (include all order numbers if returning more than one order)	Item (please write the name of the product or the SKU number if known)	Reason For Return (please use reason codes in the table below and add details)

REASON CODES: Enter the reason code in the "Reason For Return" field.			
<u>FIT</u>	<u>QUALITY</u>	<u>SERVICE</u>	<u>OTHER</u>
51. Too Small	53. Damaged/Defective	54. Wrong item	57. Changed Mind
52. Too Big		55. Wrong Size	
		56. Wrong Colour	

SECTION 3: Print and enclose this form when returning your item

Note:

You can use any postal service to return your item but please note you'll need to cover the postage and any relevant duty costs yourself. It's a good idea to mark your parcel as 'returned goods' to avoid being charged any duties.

The returned goods remain your responsibility until it arrives with us, so make sure they're packed up properly and can't get damaged on the way. Also remember to ask for proof of postage, so if your package goes missing in the mail, you'll have proof you've sent it.

We'll send you an email as soon as we've received your return back at our warehouse in its original condition. Once received, we'll refund your original payment method - this is usually done within 24 hours.

It can then take up to 10 business days for the funds to appear back in your account depending on your bank or card issuer. If you've returned more than one order in the same package, please allow up to 24 hours for all returned items to be refunded.

All returned items should be sent in their original condition and packaging. In the unlikely event that an item is returned to us in an unsuitable condition or outside of the 30 day return policy, we reserve the right not to refund you. If you want these returned to you, we may request that you cover the delivery cost.

We're not responsible for any items that are returned to us by mistake. If you want these returned to you, we may request that you cover the delivery cost.