

Thank you for ordering from Original Penguin. We have partnered with Global-e to provide an international shipping service that allows the customer to shop and pay securely with local payment and currency options. If you ordered from outside of the UK and wish to return an item(s) it will be processed by Global-e via their return portal. Returns fees differentiate to which location you have ordered from and the return cost will be deducted from your item(s) you are returning. For more information on return costs please visit our website [www.OriginalPenguin.co.uk/returns](http://www.OriginalPenguin.co.uk/returns). Goods must be returned within 28 days of receipt and be in their original condition with all tags attached. Please complete this form and include in your return package.


### 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. GE10077040GB
-------------	-------------------

QTY	ITEM #	DESCRIPTION	SIZE	REASON

## HOW TO RETURN



To return items, please visit our returns page [www.originalpenguin.co.uk/returns](http://www.originalpenguin.co.uk/returns) and look for the Global-e logo or use the link here:  
<https://web.global-e.com/returns/portal/oQHx>

## REASON FOR REFUND

- 1 Looks different to image**
- 2 Ordered more than one size**
- 3 Arrived too late**
- 4 Faulty** (Please specify below)
- 5 Doesn't fit well**
- 6 Doesn't suit me**
- 7 Incorrect item received**
- 8 Parcel damaged on arrival**

**Need to chat with someone?**

[www.originalpenguin.co.uk/customerservice](http://www.originalpenguin.co.uk/customerservice)  
Tel: +44 03330144406

**Faulty?**

### 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 Original Penguin Stores or Retail Partner Stores.

### RETURNS POLICY:

Returns can take up to 10 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.

[www.originalpenguin.co.uk/returns](http://www.originalpenguin.co.uk/returns)