

Thank you for ordering from Original Penguin. We hope that you enjoy your order, if you wish to return an item(s) you can do so for free via Collect+ or Royal Mail within the UK. Goods must be returned within 28 days of receipt and be in their original condition with all tags attached. Please complete this form using the information found on your packing slip included in your 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	
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e.g. WOPE1043

QTY	ITEM #	DESCRIPTION	SIZE	REASON

HOW TO RETURN



Find instructions and your free returns label included in this package.
www.collectplus.co.uk/op



Find instructions and your free returns label at Royal Mail
www.royalmail.com/track-my-return/create/2433

Need to chat with someone?
www.originalpenguin.co.uk/customerservice
Tel: +44 03330144406

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**

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 PenguinStores or Retail Partner Stores.

RETURNS POLICY:

Returns can take up to 7 days to reach us. We endeavour to process your return on the same day we receive them. However, the process maytake up to 3 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/delivery-returns/cs-returns-uk.html