



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 Royal Mail within the UK. If you have purchased sale or discounted items, they must be returned within 14 days of receipt and be in their original condition with all tags attached. Goods that are full price you must return within 28 days.

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 on your free RETURNS POST LABEL included in this package
or
print your own label at home here:
www.royalmail.com/track-my-return/create/2434

REASON FOR REFUND

- 1 Too Large**
 - 2 Too Small**
 - 3 Not as Expected**
 - 4 No Longer Needed**
 - 5 Incorrect Item Received**
 - 6 Damaged/Faulty** (Please specify below)
 - 7 Doesn't fit well** (Please specify below)

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

If your item was faulty or doesn't fit well, please specify here:

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 12 days to reach us depending on what country you are returning from. 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.

<https://www.originalpenguin.co.uk/pages/returns>