



RETURNS NOTE AND INSTRUCTIONS

You can return your goods for any reason, within 30 days of purchase. All we ask is that the footwear is returned in a resaleable condition and is unworn, unmarked and sent back to us in the original, undamaged shoe box. **Please refrain from attaching labels or adhesives to the shoe box.**

To ensure we can process your return correctly, please follow the below instructions:

1. Fully complete this returns note ensuring all relevant boxes are completed.
2. Once completed, include the returns note within the returning parcel. Returns can only be accepted with the returns form.
3. Ensure the package is sealed securely. We request for the returning footwear to be packaged in the original parcel bag provided or equivalent packaging
4. Post your return to NPS Shoes LTD, 17 South Street, Wollaston, Northamptonshire, NN29 7RY, United Kingdom.
5. For international orders please mark your parcel as a return, this will ensure the parcel is cleared through customs and no additional charges are applied.
6. We do not cover the cost for return postage. We recommend you use a service which provides proof of postage. The parcel remains the responsibility of the customer until it reaches our factory.

ORDER NUMBER	NAME	EMAIL ADDRESS
CONTACT TELEPHONE NUMBER	ANY OTHER RELEVANT INFORMATION	

WHAT YOU ORDERED

QTY	ITEM DESCRIPTION	SIZE	REASON CODE	EXCHANGE	REFUND

REASON FOR RETURN:

1. Looks different to image on website
2. Ordered more than one size
3. Arrived too late
4. Poor quality / faulty – Please specify
5. Doesn't fit properly
6. Incorrect item received
7. Other – we'd like to know

POSTAL RETURNS LABEL:

ONLINE RETURNS
NPS SHOES LTD
17 SOUTH STREET
WOLLASTON
NORTHAMPTONSHIRE
NN29 7RY
UNITED KINGDOM