

## Returns Form

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|----------------|--|
| Order Number:  |  |
| Name:          |  |
| Email Address: |  |
| Post Code:     |  |

### How to Return your BLOCH Order

**We hope you love your purchase but if you've changed your mind, you can return your items within 30 days of receipt for a refund.**

1. Please provide your order information, including your order number which can be found on your order confirmation email.
2. Tell us why you're returning your items using the returns codes below.
3. Ensure all items to be returned are packed in their original packaging with all labels & tags attached.
4. Send your order back to us, ensuring this returns document is included and completed with the requested information to our returns address below.
5. **Exchanges** – we are unable to offer exchanges however if you are a UK mainland customer and you would like to try a different size or colour of an item you have ordered please contact: [uk@blochworld.com](mailto:uk@blochworld.com) to receive a free delivery code for your replacement order.
6. **Please note: In the interest of hygiene, facemasks, tights & underwear are NON-RETURNABLE.**

We don't currently offer free returns therefore we recommend using your local post office to return your order to us. Please ensure you ask for a send receipt as proof of send.

#### REASON CODES

- |                               |  |
|-------------------------------|--|
| 1. Ordered more than one item | 5. Items looks different to image on website |
| 2. Item not suitable          | 6. Item arrived too late                     |
| 3. Incorrect item received    | 7. Incorrect size – too big                  |
| 4. Faulty item                | 8. Incorrect size – too small                |

| QTY | SKU Code | Product Name | Size | Reason Code |
|-----|----------|--------------|------|-------------|
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#### CONTACT

If you have any queries about your return, please contact our customer team:

### BLOCH ECOMMERCE RETURNS

Bloch UK c/o CEVA Logistics

Unit 3

Four Ashes Park

Four Ashes

Standeford

Wolverhampton

WV10 7FH, UK