

# CHANCE F A S H I O N

## RETURNS FORM

If your item meets the guidelines set out on **page 2** and you are not completely satisfied with your purchase, simply return the item(s) to us in their original condition strictly within **14 days** of receipt (**if it has surpassed this time your item will be sent back at your own cost**):

**NAME:** .....

**ORDER NUMBER:** .....

**DATE OF PURCHASE:** .....

Item	Size	Reason for return	Exchange Size

(A)Exchange for different size (B)Product not required (C)Faulty (D)Doesn't Fit (E)Incorrect item received

- VOUCHER CODE (SAME DAY VIA EMAIL)**  
 **STRAIGHT EXCHANGE (SAME DAY)**  
 **REFUND (14 DAYS)**

Frequent returns made from the same account will automatically be flagged in our system. If we notice that our return policy is being abused, we may take action in the form of blocking an account and/or cancelling future orders.

**NOTE: Exchanges & voucher codes are processed same day the item comes back, refunds are processed 14 days after return.**

Comments:



**CUSTOMER RETURNS ADDRESS: (UK ROYAL MAIL ONLY)**

**REFER TO POINT (1.) ON PAGE 2**

**CHANCE FASHION & CO LTD**

**P.O. BOX 584**

**WELWYN**

**AL7 9PG**

**UNITED KINGDOM**

**YOU DO NOT NEED TO PRINT THIS PAGE.**

**IMPORTANT:**

- 1. We recommend using a Royal Mail special delivery service, if you send the parcel recorded, signed-for, tracked, or just 1st class/ 2nd class, you are insured against a loss of £50, with special delivery you are insured up to £500, it is entirely up to you which service you use and what cover you believe you need.**
2. We recommend adding a returns label with your personal address on it, so if the parcel gets lost in transit it gets returned to you.
3. The cost of returning the item to us is your responsibility (unless your item is faulty)
4. Item must be sent back with royal mail only to our royal mail p.O.Box. Otherwise, we will not receive the item (international customers please email for an alternative address)
5. Item must have all tags, swing tags & any additional packaging it was sent in
6. Item must be neatly folded and sent back exactly how it was received
7. Any items sent back worn, smelling of smoke/body odour, badly creased or covered with hairs will be sent back at your own cost.

If you wish to take a voucher, once we are in receipt of your item we will email you a voucher code same day (excluding delivery) which can be used on any item(s) on the website in the discount code box at checkout, it has no expiry date & does not need to be used all at once.

**FOR MORE INFO PLEASE EMAIL [INFO@CHANCEFASHION.CO.UK](mailto:INFO@CHANCEFASHION.CO.UK)**