

# CHANCE F A S H I O N

## RETURNS FORM

**VOUCHERS & EXCHANGES ONLY**

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 to you 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

NOTE: If you wish to exchange your product for a different item please await our warehouse to process your voucher code, you will receive a code via email within **2 working days**, you will then have to check out again & input the code in the discount code box.

Comments:



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

**CHANCE FASHION & CO LTD  
P.O. BOX 584  
WELWYN  
AL7 9PG  
UNITED KINGDOM**

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

**IMPORTANT:**

1. SEND BACK USING A ROYAL MAIL RECORDED/ TRACKED SERVICE
2. THE COST OF RETURNING THE ITEM TO US IS YOUR RESPONSIBILITY (UNLESS YOUR ITEM IS FAULTY)
3. 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)
4. ITEM MUST HAVE ALL TAGS, SWING TAGS & ANY ADDITIONAL PACKAGING IT WAS SENT IN
5. ITEM MUST BE NEATLY FOLDED AND SENT BACK EXACTLY HOW IT WAS RECEIVED
6. ANY ITEMS SENT BACK WORN, SMELLING OF SMOKE/BODY ODOUR, BADLY CREASED OR COVERED WITH HAIRS WILL BE SENT BACK AT YOUR OWN COST.

Once we are in receipt of your item we will email you a voucher code (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 [SALES@CHANCEFASHION.CO.UK](mailto:SALES@CHANCEFASHION.CO.UK)**