Order Date	Order Number/Name	Barcode

Email: TheTeam@Baukjen.com | Telephone: 0344 844 8118

BAUKJEN

Product Code	Quantity	Description	Size	Colour	Replacement Item (If different to original item)	Replacement Size	Replacement Colour	Refund (Please tick)	Reason Code

Choose your exchange or refund reason code:

1. Too big
2. Too small
3. Too long
4. Too short
5. Ordered more than one size/style
6. Style not as I thought
7. Item doesn't suit me
8. Quality not as expected
9. Fabric not as anticipated
10. Dislike the colour
11. Wrong item received
12. Faulty item received
13. Parcel damaged on arrival
14. Arrived too late

Please note, if your order contains pre-ordered items, these will be dispatched separately.
Please refer to your order confirmation email for more information.

MANY THANKS FOR ORDERING FROM US

We hope you love your item(s), but should you need to make a return, simply follow the instructions below. All of our packaging is fully recyclable which is why we no longer include sticky returns labels.

Our refund policy
Items must be received in a saleable condition. Our returns window is 21 days from the day you receive your item (14 days for sale items). We aim to process your returns within 10 business days from the date of receipt. Once your return has been processed, please allow 3-5 working days for any funds to appear on your bank statement.

How to return your item(s)
1. Please complete this form (including the reason code) and enclose it within your parcel.
2. Visit Baukjen.com/pages/returns-exchanges and follow the instructions to create and print off your returns label.
3. We recommend you always retain proof of postage.

For international orders, please mark the outside of your parcel with 'Returned British Goods' to prevent duty charges being charged back to you.

If your order contains a faulty or incorrect item
Drop us an email at TheTeam@Baukjen.com and if we still have the item you requested, we'll send it out to you straightaway. If not, we'll give you a call to resolve things.