

ATONEMENT

Atonement Clothing
40 Harborne Road
Edgbaston
Birmingham
B15 3HE

RETURNS / EXCHANGE FORM

Name:

Order Number:

RETURNED ITEM/S (see reverse for exchanges)				
Item Description	Reason	Size	Exchange	Refund

HOW TO RETURN:

Complete this return form, using the spaces provided. Make sure to use the return reason codes below.

Ensure this returns form is neatly placed in your returning parcel.

Please note, incomplete return forms could lead to unprocessed returns.

The customer is responsible for their own return/exchange costs and any original shipping costs are non-refundable. We advise using express deliveries for transactions to be completed efficiently.

The returns address is located on the top of this form.

RETURN REASON CODES:

- 1- Doesn't suit me
- 2- Incorrect item received
- 3- Faulty* (see description box)
- 4- Too large
- 5- Too small
- 6- Unlike product image
- 7- Quality unexpected
- 8- Other

RETURNS POLICY:

Returns and Exchanges can only be processed within **14 days** from when the product was received. Any time after this makes transactions invalid. Returns and Exchanges are only applicable if the item is in its **original condition** and **packaging**, with any **associated documentation present**.

Failure to comply with these rules will lead to product(s) returned to the customer and no refund will be processed.

As pieces are limited, **exchanges can only be made subject to stock availability**. Please note, exchanges can only be made on the same item as originally ordered. Please enquire about the availability of stock at info@atonementclo.com before sending an exchange.

Exchanged items will be despatched on a free delivery service. Allow up to 7 working days.

All refunds will be made as per the original method of payment. Refunds will be processed within 2-5 working days. Please allow 10 days for this refund to be visible in your account.

For international returns, please declare the parcel as a 'return' to avoid any customs charges.

EXCHANGE ONLY ITEM(S)				If new size is not available, please tick appropriate box	
Item Description	Reason	Original Size	New Size	Refund	Send product back to me

Description Box: (If product is faulty, please describe the issue in as much detail as possible below)*

REFUNDED	EXCHANGED	RETURN TRACKING NO.	ATONEMENT ID	DATE
PAYMENT METHOD USED		(FOR ATONEMENT STAFF ONLY)		