

RETURNS / EXCHANGE FORM

(Tracking boxes for Represent staff use only)

Name:

Order Number:

Order Tracking:

Return Tracking:

HOW TO RETURN

Complete this returns form, making sure to fill in the items you would like to return and indicate the reason using the 'return reason codes' found below.

Enclose the returns form in your returning parcel.

For UK customers, please use the supplied DHL shipping label enclosed along with your order.

For International customers, please refer to our terms and conditions page on our website:
www.representclo.com/pages/terms-and-conditions

The return address is located at the top of the returns form.

RETURNS POLICY

Please return any item/s within 14 days of delivery if you require a refund. Any return received after this period may be rejected. Anything outside of the 14 day return period can still be returned to us for exchange/store credit only.

Returns must be sent back in perfect original sale condition, tags must not be broken. Any item/s that do not comply with our procedure will be returned to you in the condition they arrived in.

Exchanged items will be dispatched on a free delivery service, delivery can take up to 7 working days from your return being processed.

If stock is not available we will refund the product and advise you via email (Terms apply. i.e. return period).

All refunds will be made as per the original method of payment. They are usually processed within 3-5 working days of receiving the item back, please allow a further 10 days for the refund to reflect in your account.

For international returns please declare the parcel as a 'return' to avoid any customs charges. (Refer to terms for further info).

RETURNED ITEM/S (Please see reverse for exchanges)

Reason	Item Description	Size	Exchange	Store Credit	Refund

*If faulty please state the issue in as much detail below:

RETURN REASON CODES

- 1 – Doesn't suit me
- 2 – Incorrect item received
- 3 – Not like product image
- 4 – Quality not as expected
- 5 – Too big
- 6 – Too small
- 7 – Faulty* (see fault description box)
- 8 – Arrived too late

STILL NEED HELP?

See our T&C's online. Also, our customer support team are always happy to answer any further questions you may have.
Email: customersupport@representclo.com
Tel: 0800 328 5505

NON RETURNABLE ITEMS

Sale items cannot be returned for a refund. We can only issue an exchange or store credit only.

Headwear or Underwear cannot be returned.

ITEM/S WANTED FOR EXCHANGE ONLY		If requested size is not available please tick appropriate box	
Item Description	Size	Store Credit	Refund

(For Represent staff use only)

EXCHANGED	REFUNDED		STORE CREDIT	OTHER	STAFF MEMBER	DATE
	PayPal	SagePay	Store credit code:			