

## 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. You can find your local DHL drop off point at:  
<https://parcel.dhl.co.uk/dhl-service-point/find-your-nearest/>

For International customers, please follow the above steps however there will be no DHL shipping label enclosed as we cannot cover return shipping costs.

### RETURNS POLICY

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

Free returns are not available on items purchased in the sale.

Returns must be sent back unworn, in perfect sale condition, tags must not be broken.  
Any item that does not comply with this rule will be returned to you in the condition they were returned in.

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

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](mailto:customersupport@representclo.com)

### NON RETURNABLE ITEMS

Items purchased in the sale can be returned for an exchange or store credit only.  
  
Headwear or Underwear (incl socks) 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

NOTES

(Below box for Represent staff use only)

EXCHANGE	REFUND	STORE CREDIT	OTHER	PRESTIGE POINTS	STAFF MEMBER
		Store credit code:			