

# **Returns Form**

Order Number:	
Name:	
Email Address:	
Post Code:	

### How to Return your BLOCH Order

We hope you love your purchase but if you've changed your mind, you can return your items within 30 days of receipt for a refund.

- 1. Please provide your order information, including your order number which can be found on your order confirmation email.
- 2. Tell us why you're returning your items using the returns codes below.
- 3. Ensure all items to be returned are packed in their original packaging with all labels & tags attached.
- 4. Send your order back to us, ensuring this returns document is included and completed with the requested information to our returns address below.
- 5. **Exchanges** we are unable to offer exchanges however if you would like to try a different size or colour of an item you have ordered please contact: <a href="mailto:eu@blochworld.com">eu@blochworld.com</a> to receive a free delivery code for your replacement order.
- 6. Please note: In the interest of hygiene, facemasks, tights & underwear are NON-RETURNABLE.

We don't currently offer free returns therefore we recommend using your local post office to return your order to us. Please ensure you ask for a <u>send receipt</u> as proof of send.

#### **REASON CODES**

- 1. Ordered more than one item
- 2. Item not suitable
- 3. Incorrect item received
- 4. Faulty item

- 5. Items looks different to image one website
- 6. Item arrived too late
- 7. Incorrect size too big
- 8. Incorrect size too small

QTY	SKU Code	Product Name	Size	Reason Code

#### CONTACT

If you have any queries about your return, please contact our customer team:

Email: eu@blochworld.com

## **BLOCH ECOMMERCE RETURNS**

Bloch Warehouse
DHL Supply Chain Benelux
Zandvoortstraat 3
B-2800 Mechelen
Belgium