Full Name:
Date of Return:
Order no:
Delivery Address: (if different to original delivery address)
Postcode:
Contact Number:

## **RETURNS / EXCHANGE POLICY**

If you have ordered from www.salonweardirect.co.uk or www.uniforms4healthcare.com please reorder online and return the items for a refund.

If you are a credit account customer, please email your new order to orders@salonweardirect.co.uk and return the items for a refund.

If you are ordering from www.mycollegeuniform.com please complete the returns form for exchanges.

Refunds for college uniform can only be given if items are non compulsory (as agreed by the college)

#### ALL ITEMS WITH EMBROIDERY/PRINT ARE NON RETURNABLE.

Please note it is at your own personal risk to send items back.

We recommend sending your items by a tracked delivery service.

# You cannot return items if the following apply:

- · It is over 14 days from receiving your order.
- · The items are embroidered or personalised.
- The items have been worn, altered, are dirty or damaged from your personal use.



## **REASON FOR EXCHANGE OR REFUND**

- Too large
- Too small
- Faulty or poor quality (please call our customer service team on 0113 2379024)
- Arrived too late
- 5. Incorrect item received
- 6. Other (Please specify)

Product code	Product name	Size	Colour	Quantity	Refund (please tick)	Exchange (please tick)	Replacement size	Replacement colour	Reason code

## WWW.MYCOLLEGEUNIFORM.COM EXCHANGES

Please follow these steps to return your items within 14 days of receiving your order:

- Please fill in the product code, name, size, colour and quantity of the items you want to return or exchange.
- 2. Please tick the refund or exchange box and select a reason code.
- 3. If you received an incorrect item please tick exchange if correct item is still required.
- 4. If you want to exchange an item please see the exchange payment information and select your payment method.
- 5. Please return the items with this form enclosed in the package.

Please make sure you read the form carefully and fill in all the required boxes, to ensure there isn't a delay with your return or exchange.

- 1. To exchange your item you need to return the package to us at your own cost.
- You will need to provide us with payment details or a contact number so we can call you to take the delivery payment.
- If you do not provide us with payment details on this returns form, the return of your order will be delayed.
- 4. The cost of redelivery for your new item is £4.99.
- 5. Please indicate a payment method (Please tick 1 box only).

Credit or	Debit (	Card
I authorise th	e debit of	my:





·				
Please enter your 16 digit card numb	our card:	Expiry Month	Expiry Yea	
Card Security Code (CSC):		Signature:		
This is the last 3 digits that can be found on the back of your card along the signature strip				

If you require a refund, you do not need to complete the payment details. All refunds take 3-5 working days to show back in your bank account.

#### Return Address:

Returns Dept, Denco House, 14 Buslingthorpe Green, Leeds, LS7 2HG

0113 2379024

customerservices@dencowear.co.uk

PLEASE NOTE: If all the information is not completed, your refund/exchange may not be able to be processed