

# RETURNS FORM



We want you to be thrilled with every item you receive from Welligogs but we understand that there are occasions you may want to return an item. If you aren't totally satisfied with your purchase, you can return it to us in its original condition with all tags still attached for a full refund, excluding original delivery fees.

**Online Returns:** Return within 60 days for a full refund, excluding original delivery fees. Any returns received after this period will be issued with a Gift card for the amount paid.

**Sale Returns:** Sale items can be returned within 14 days of purchase for a refund or exchange, any returns received after this period, will receive a Gift card for the amount paid.

**Show Returns:** Items can be returned in the first 30 days for a refund or exchange, any items received after this period will be issued with a Gift Card for the amount paid. Sale items bought at a show are on a 'Sale No Return' basis, as the items have been seen in person and accepted.

Items need to be returned in original packaging and condition. If an item is damaged or faulty please contact our customer services team BEFORE returning it. Our customer services team can be contacted at [mail@welligogs.com](mailto:mail@welligogs.com).

Date:

Order Number	Date of order	Full Name	Telephone Number

Quantity	Product Description	Reason Code	Refund/Exchange

## REASON CODES

- |                            |                       |
|----------------------------|-----------------------|
| 1. Too big                 | 6. Faulty item        |
| 2. Too small               | 7. Damaged on arrival |
| 3. Ordered more for choice | 8. Arrived too late   |
| 4. Not as photo            | 9. Changed my mind    |
| 5. Not as described        | 10. Wrong product     |

To return your parcel, please log in to your online account and follow the Request Return link for us to accept. You will then receive an email to the correct returns label.

Please exchange for:

*Thank you* for shopping at Welligogs. 

## Welligogs

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