## RETURN AND EXCHANGES SLIP



Customer Services: 020 8907 1742

Customer Name:	-	
ID Order Number: #	 -	

Shoes didn't fit? Have you tried taking out the extra insole out to make the shoes wider and deeper? Once the insole is removed the 2V turns into a 4E (extra wide) and a 6V turns into a 8E (ultra-wide) **DB Shoes only** 

If still, please call us for advice on 0208 907 1742 and we will be happy to assist you finding an alternative pair.

We accept back items in their original boxed condition within 30 days and will give you a full refund or exchange. Simply complete the below and send back the item/s back along with your receipt. You do need to pay for the returns, the best way to do this is to ask for second class tracked at your local post office, or you can send via any other alternative courier.

MODEL NAME	QTY	REFUND (tick)	EXCHANGE (tick)	REPLACEMENT SIZE	REPLACEMENT WIDTH	REPLACEMENT COLOUR	REASON CODE

	FOLLOW THESE SIMPLE STEPS	REASON CODES		
0	Complete the grid above. Select one of the reason codes against the item you are returning.	1.	Looks different from the images on the website	
0	You can place a new order if a replacement size, colour or alternative items are required, and return the original item(s) to us for a refund.	2.	Ordered more than one size	
		3.	Arrived too late	
0	<ul> <li>Use the label attached below to this form and secure it to your parcel. Please note that this label is not postage paid and must be paid by you.</li> <li>Returns can take up to 30 working days to get back to us. You will receive an email notification once a refund has been issued to you. It is very important to enclose this</li> </ul>		Poor quality / faulty	
			Doesn't fit properly	
0			Incorrect item received	
form with your parcel t	form with your parcel to enable us to process your return within 24 hours of receipt	7.	Parcel damaged on arrival	
0	Please retain proof of postage until you have received your refund/exchange.			

## **RETURNS DEPARTMENT**

**Wide Fit Shoes** 

33 Kenton Park Parade Kenton Harrow HA3 8DN Postage Required



Footwear that Fits