

RETURNS FORM

NAME

ORDER NUMBER

EMAIL



PLEASE DO NOT RETURN YOUR PARCEL WITHOUT COMPLETING

WE ONLY AUTHORISE RETURNS THAT ARE RETURNED IN THE SAME CONDITION AS RECEIVED, WITH ORIGINAL TAGS ATTACHED AND PLACED BACK IN ORIGINAL PACKAGING. PRODUCTS MUST BE RETURNED TO US IN A RE-SALEABLE CONDITION (I.E, WITH NO VISIBLE WEAR AND TEAR/DAMAGE). Please note exchanges only apply for the same item in a different size. We cannot exchange for a different item/product
Please complete below:

<u>QTY</u>	<u>STYLE NUMBER/DESCRIPTION</u>	<u>SIZE RETURNED</u>	<u>REFUND</u>	<u>REASON CODE</u>	<u>EXCHANGE</u>	<u>NEW SIZE REQUIRED</u>	REASON FOR RETURN CODES
							1. LOOKS DIFFERENT TO PICTURE
							2. ITEM IS TOO BIG
							3. ITEM IS TOO SMALL
							4. PARCEL ARRIVED DAMAGED
							5. ARRIVED TOO LATE
							6. DOES NOT SUIT ME
							7. POOR QUALITY / FAULTY
							8. INCORRECT GARMENT SENT

PLEASE TURN OVER FOR DETAILS ON HOW TO RETURN AN ORDER TO US AND OUR RETURNS ADDRESS

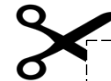
RETURNS POLICY

If you are not fully satisfied with your order, we give our customers up to 30 days (After the receipt of goods) to return the product/s to us for a refund or exchange after trying. EXCHANGES ONLY APPLY FOR THE SAME ITEM IN A DIFFERENT SIZE. We cannot exchange for different style items.

- Items must be returned in the same condition as received (unworn and unwashed with no visible blemishes and signs of wear)
- Original tags must not be removed. If tags have been removed or tampered with in any way, this deems the item non-returnable and the item will be returned to you.
- We aim to process returns within 48 working hours of receiving them. Please note, PayPal transactions can take up to 24 hours and credit/debit cards may take up to 7 working days to clear into your account. Refunds will be made to the account used to make the original purchase ONLY.
- Please note – UNDERWEAR is non-returnable due to hygiene reasons

HOW TO RETURN OR EXCHANGE YOUR ITEM

- Please fill out all of the required details on the reverse of this form (if you cannot locate your order number from your original confirmation email, please email us at customerservice@ashlondon.com and we can provide this to you before you return your parcel)
- Please note we can only exchange for the same item in a different size. If you wish to exchange for a different style, please return your item for a refund and re-order the item you require in a new order.
- Package up the item/s you are returning to us, cut out the address label on the bottom of this page and stick it securely to the parcel (please note this is NOT a free return label – return costs are at the customers expense)
- Take the parcel to your local post office or use a courier of your choice to return to us. We do recommend using a tracked service as we cannot be held responsible for any lost items.



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