

RETURNS REASONS FORM

Please follow these steps to return your order within 14 days of receipt

1. Ensure you have received a Returns Authorisation Number (RAN) from returns@raeburndesign.co.uk and list this number on this form.
2. Next to your item/s, please select one of the Return Reason codes and do please share any further feedback you may have by email.
3. Enclose this form in your parcel and post back to us using tracked/recorded mail. Please remember to get a proof of postage receipt.
4. Returns will be processed within 2 working days of receipt.

This returns policy does not affect your statutory rights.

Please ensure to return within 14 days of receipt and the product/s are unused, in their original packaging and with any labels still attached, and otherwise in a condition enabling us to sell the product as new.

Items packaged in a box e.g. Footwear, must be returned with their original outer box or bag for protection.

Reasons for Return

- 01 — ITEM LOOKS DIFFERENT TO THE IMAGE ON THE WEBSITE
- 02 — ARRIVED TOO LATE
- 03 — POOR QUALITY / FAULTY
- 04 — TOO BIG
- 05 — TOO SMALL
- 06 — DOESN'T SUIT ME
- 07 — INCORRECT ITEM RECEIVED
- 08 — PARCEL DAMAGED ON ARRIVAL

Customer Service

IF YOUR ORDER IS LATE

Send an email to customer.service@raeburndesign.co.uk and we will refund your delivery charge.

IF YOUR ORDER IS WRONG OR FAULTY

Send an email to customer.service@raeburndesign.co.uk, return your item/s and on receipt we will send the right item out to you on an express service and give you 10% off your next order.

IF YOU WANT TO EXCHANGE SOMETHING

We are unable to process exchanges or swap items. Instead, we ask that you return the item for a refund, and place a new order for the desired item right away. Alternatively, you may wait until your refund is processed before repurchasing, stock allowing. Once reordered, please contact us to request that any postage you paid on your new order be refunded.

Order Number		Return Authorisation Number (RAN)	
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Product / Style code	Colour	Size	Return & Refund	Return reason code
			✓	
			✓	
			✓	
			✓	
			✓	