

BBCICECREAM.EU - RETURNS FORM

PLEASE FILL IN THE BELOW DETAILS AND RETURN TO US FOR EXCHANGE/RETURN WITH THE NECESSARY ITEM(S)

QUERIES OR PROBLEMS?
PLEASE EMAIL
SERVICE@BBCICECREAM.EU



ORDER DATE	ORDER NUMBER

NAME	E-MAIL ADDRESS	TELEPHONE NUMBER

DELIVERY ADDRESS

QTY	PRODUCT CODE	DESCRIPTION	PRICE	REFUND	EXCHANGE	REPLACEMENT SIZE	REPLACEMENT COLOUR	REASON CODE	REASON FOR REFUND OR EXCHANGE CODE
									1 - LOOKS DIFFERENT TO IMAGE ON SITE
									2 - ORDERED MORE THAN ONE SIZE
									3 - ARRIVED TOO LATE
									4 - FAULTY
									5 - DOESN'T FIT PROPERLY
									6 - DOESN'T SUIT ME
									7 - INCORRECT ITEM RECEIVED
									8 - PARCEL DAMAGED ON ARRIVAL

PLEASE FOLLOW THESE STEPS TO RETURN/EXCHANGE YOUR ORDER WITHIN 14 WORKING DAYS OF RECEIPT:

- Next to your items, please tick refund or exchange and select one of the return reason codes. We are only able to exchange an item for the same item in a different size/colour.
- If you have received an incorrect item, please tick exchange if still required.
- Enclose this form within your parcel. **Please remember to get a proof of postage receipt.**
- Once we have received your return we will contact you to update the exchange/return process.

Orders can take up to 10 days to be delivered to us and may take up to 28 days to be processed.

This returns policy does not affect your statutory rights. Please ensure you return your unworn goods, as sold, with all the original packaging, tags and labels within 14 days of receipt.

RETURNS ADDRESS:

BBCICECREAM EU RETURNS
AIRBOX ZERO
STEYNING WAY
HOUNSLOW
TW4 6DL