

Proluxe

Your Name: _____

Today's Date: _____

Order No: _____

Order Date: _____

Please follow these steps to return your items within 30 days of receiving your order:

1. Fill in the product code, name, size, colour and quantity of the items you want to return.
2. Select a reason code.
3. Return the items with this form enclosed in the package.
4. Make sure you read the form carefully and fill in all the required boxes, to ensure there isn't a delay with your refund.

Reason for Refund Codes

- | | |
|-----------------------------------|----------------------------|
| 1. Size | 5. Other, please state.... |
| 2. Ordered multiple to check size | |
| 3. Faulty or poor quality | |
| 4. Incorrect item received | |

Product Code	Product Name	Size	Colour	Quantity	Reason code

Returns Policy

You cannot return items if any of the following apply:

- It is over 30 days from receiving your order.
- The items are from clearance, embroidered or personalized.
- The items have been worn, are dirty or damaged from your personal use.

Note: It is your own personal responsibility to send items back and we recommend using a tracked delivery service.

Return Address: Proluxe Ltd c/o OGL, Unit B Crosspoint Distribution Park
Swallowfield Way, Hayes, UB3 1DQ

Please note: If all information is not filled out, your refund may not be able to be processed.
For any assistance please contact customer@proluxe.co.uk