

# bound

Items must be returned within 14 days of delivery for a refund and within 21 days of delivery for an exchange or store credit. If your return comes back outside of the 14 days, we will automatically process this for store credit for you.

Please note, sale items are store credit or exchange only.

Please note if your order goes below the free promotion after a refund, the original shipping charge may be deducted. If your order value goes below £100 for a refund, please return the complimentary tote bag with the goods.

Please ensure to return the items in the same / similar packaging and within the same garment bag for the item, so it can be processed with the correct barcode quickly and easily. We appreciate your attempts to fold / return the goods in a similar state.

NAME: \_\_\_\_\_

ORDER NUMBER: \_\_\_\_\_

Item(s)	Quantity	Store Credit	Refund	Exchange (state requested size/colour)	Reason Code

**Instructions:** Please fill in the above table and include this form with your item(s) when returning your order.

Any additional information can be provided in the comment section below e.g. description with fault, issue with delivery etc.

As a small independent brand, we are currently unable to cover shipping costs for any returns at present, sorry.

Please use a tracked service and keep your tracking safe, you can email us for local courier recommendations for the return and we can help.

Please provide a reason code for your return using the numbers 01 - 10:

#### Reason Codes

01 – Looks different from website

06 – Too small

02 – Ordered more than one size

07 – Incorrect item

03 – Arrived too late

08 – Received with fault

04 – Disappointed with quality

09 – Doesn't suit me

05 – Too big

10 – Parcel Damage

SHIP TO:

bound  
Unit 18, Ascent Logistics Park North  
Fraserfields Way  
Leighton Buzzard  
LU7 3RJ  
United Kingdom