



## **INSTRUCTIONS FOR RETURNS TO POOKY**

We hope you love the products you have ordered, but in the event you need to return an item to us please refer to the relevant returns process below to help inform you of the correct process. Unfortunately, we cannot accept returns to our showrooms as they do not have the room to store them. Please return all items within 30 days of receipt and in the condition they arrived to you in. If your return does not meet these requirements, they may be subject to fee's. For more information on returns please refer to our terms and conditions using the QR code provided. **PLEASE NOTE CUSTOMERS OUTSIDE MAINLAND UK MUST ARRANGE THEIR OWN RETURNS (ALL CHARGES FOR INTERNATIONAL RETURNS MUST BE COVERED BY THE CUSTOMER) AND WE DO NOT OFFER EXCHANGES.**

### **Free returns processes**

#### **SMALLER BOXES (60cm or less)**

1. Visit <https://www.yodel.co.uk/returns/pooky>
2. You can either choose to print at home or request print at store.
3. Enter your order number (can use order number, Invoice number or Despatch note number)
4. Enter your email address.
5. For more than 1 box please repeat the above process to generate a new barcode for each box you are returning but adding a number at the end of your reference of each box e.g. if you are returning 2 boxes you would put \*reference number\*-1 then for your second \*reference number\*-2. You cannot use the same barcode for more than 1 box.
6. Use the store locator to find your nearest Yodel Store to take your items to.



#### **LARGER BOXES (60cm – 1m)**

1. Email [hello@pooky.com](mailto:hello@pooky.com) with your order number, number of boxes for return, which items you are returning, plus the reason for your return.
2. You will receive an email from DPD (check your junk) including your DPD label/s for printing and attaching to your package/s, as well as details of your local DPD drop off shops to take your items to.



#### **Chargeable Returns Process**

#### **EXTRA LARGE ITEMS (over 1m)**

1. For items over 1m we offer a chargeable collection service via DPD. As detailed on the relevant product pages we do ask for a contribution of £15 towards this collection charge.
2. Please email [hello@pooky.com](mailto:hello@pooky.com) with your order number, number of boxes for return, which items are to be returned and your reason for returning. Please confirm a suitable collection date, allowing for 24 hours from notification. Please note you cannot select a time window so you will need to choose a day when someone will be at home all day.
3. You will receive confirmation from us once your collection has been booked. Labels will be supplied by the collection driver.
4. Please note that if items are not ready on the date and time of collection you will be subject to an additional £10.50 re-booking charge.



*Still need help?*

Contact us on [hello@pooky.com](mailto:hello@pooky.com) or call 0207 351 3003



**THIS IS REALLY IMPORTANT:** All items must be returned in their original packaging & condition. DO NOT remove wrapping from shades until you're sure you'll keep them. If received with a black plastic separator between the shades please ensure this is packed back the same way to avoid damage.

**Please note, we don't have resources to process returns at our Showrooms so please do follow the below instructions instead.**

Please complete the below form and follow the instructions overleaf to ensure your refund is processed within our advised 5-10 working days. You only need to include 1 form per return (no need to include one per box).

**IF YOU DO NOT COMPLETE FULL NAME AND ORDER NUMBER THIS WILL DELAY YOUR REFUND.**

Email Address: \_\_\_\_\_

Full Name: \_\_\_\_\_

**Order ID \*:** \_\_\_\_\_

(\* Can use Order number, Invoice number or Delivery Note number)

Quantity	Item Name	Colour	Return Code	Return Codes
				1. Too small
				2. Too big
				3. Unsuitable
				4. Different from online.
				5. Wrong Colour
				6. Damaged*
				7. Lamp shade fitting wrong size
				8. Different than expected
				9. Press Loan

\*Please include description of the damage in extra comments section and email us at [hello@pooky.com](mailto:hello@pooky.com) with pictures.

Extra Comments:

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