



Refund or Exchange Form

Before trying anything on – Please take care when opening your items. If you need to return them, the item needs to be sent back in the state in which it arrived, with its labels attached and its packaging complete. Footwear should not be worn outdoors. Items returned unfit for sale may not be refunded or may incur a handling fee.

For UK Refunds – We offer easy UK returns via our UK Returns Portal for just £3.50.

Please visit our website www.ardmoor.co.uk and click on Returns at the top right hand corner, then Open UK Returns Portal and follow steps to generate your Royal Mail shipping label which you can either print at home, or you will be emailed a QR code which you can take to the Post Office for them to print your label. If you use this service, we will deduct £3.50 from the original order amount, to cover the cost of using our tracked returns system. When returning your item for a refund, please tick refund beside that item in the table below and add a reason code from the list at the bottom of the page.

For UK Exchanges, please visit our UK Returns Portal in the returns section of our website and follow the steps to return your item, and then order your replacement item. Your replacement item will be posted out to you once your return has been received.

For Faulty Items, please visit our UK Returns Portal, in the returns section of our website where you will be given the option to state whether an item is faulty, and you will be asked to upload images. Please provide as much information as you can, and images of the fault, the whole item, and any barcodes/serial numbers if possible.

Customer Name		Order Number		Telephone Number	
Product	Action	Exchange For (if available)		Return Code*	
	Exchange <input type="checkbox"/>				
	Refund <input type="checkbox"/>				
	Exchange <input type="checkbox"/>				
	Refund <input type="checkbox"/>				
	Exchange <input type="checkbox"/>				
	Refund <input type="checkbox"/>				
	Exchange <input type="checkbox"/>				
	Refund <input type="checkbox"/>				

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|----------------------|----------------------------------|------------------------------|-------------------|-----------------------------|
| A – Changed My Mind | B – Do not like style | C – Ordered more than 1 size | D – Too Small | E – Too Large |
| F – Arrived Too Late | G – Ordered Wrong Item | H – Different to Website | H – Unwanted Gift | I – Incorrect Item Received |
| J – Item is Faulty | K – Other (Please specify) _____ | | | |