



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 and Exchanges – We offer easy returns via our Returns Portal, choose from Royal Mail at £4.50 or DPD at £4.95 for a return.

Please visit <https://www.ardmoor.co.uk/pages/return> and select 'Open UK Returns Portal' to generate your return/exchange. If you use this service, we will deduct £4.50 or £4.95 from the original order amount, to cover the cost of using our tracked returns system.

For Faulty Items, please email us at info@ardmoor.co.uk with your order number, details of the issue and photographs of the item and any serial number and we will help you get this sorted as quickly as 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"/>				

Return Code*

A – Ordered More Than 1 Size

B – Too Small

C – Too Large

D – Not As Described

E – Doesn't Suit Me

F – Incorrect Item Received

G – Faulty Item

H – Arrived Too Late

H – Other (please specify) _____