



KATHERINE HOOKER
LONDON

RETURNS NOTE
Customer care
+44 (0)20 7352 5091
info@katherinehooker.com

Order No.

Please complete this form with the quantity you are returning and the reason for the return and enclose it in your parcel with the relevant item/s to return. You are responsible for the postage to return the goods to us.

IMPORTANT: PLEASE NOTE TO MARK THE PARCEL AS A RETURNED ITEM WHEN COMPLETING ANY PAPERWORK WITH YOUR CHOSEN CARRIER. FAILURE TO DO SO WILL RESULT IN DIRECTLY INCURING A DUTIES/CUSTOMS AND VAT CHARGE.

Product description	Selling price	Quantity despatched	Quantity returned	Reason for return (see return codes below)	Exchange for alternative item (give product name, colour & size)

Return codes

1	Product is wrong size
2	Product unsuitable
3	Product not as expected
4	Product damaged
5	Wrong item
6	Exchange

Returns Policy

You can return any item within 14 days of receipt for a refund of that item or to exchange it for a different style, size or colour.

We will refund the monetary value of the goods returned to us, at the price you purchased them.

You are responsible for returning the items to us safely and in their original condition, which includes any packaging. All goods will be inspected on return.

Please include in your package the returns note, stating the reason for return or we will be unable to process your refund/exchange.

We strongly advise that you get proof of posting and adequate insurance from the postal service you choose, as we can only refund or exchange on receipt of the goods. The goods are your responsibility until they reach us. Please ensure you package your return to prevent any damage to the items or boxes. We are not responsible for any items that are returned to us in error.

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Please send your returned goods to:

Customer Care
KATHERINE HOOKER NOW
19 Ashburnham Road
London SW10 0PG

This does not affect your statutory rights as a consumer.