



RETURNS FORM

SHMOOZ

Unit 8
Kingsgate Shopping Centre
Dunfermline
Fife
KY12 7QU

EMAIL shop@shmooz.co.uk

PHONE 01383 844607

RETURNS INFORMATION

We make every effort to ensure that your order is carefully dispatched to you, and we hope you're happy with your purchase. However, if you wish to return your item(s), you must do so within 30 days of receiving them. Postage costs will only be refunded if the item(s) is faulty or damaged. Follow the instructions below and ensure the item(s) still have the original tags and are in a good and unworn condition.

RETURN BY POST

1. Complete this returns form and enclose it along with the item(s) and the packing slip. Ensure the item(s) is returned in the original packaging.
2. Dispatch your return to us. When returning items, it is your responsibility to ensure that the items arrive safely. We cannot accept any responsibility for items lost in the post therefore we would always recommend that you ask for proof of postage and use a fully tracked delivery service so that you are covered in the event of a missing parcel.
3. Once your item(s) has arrived in store your return will be processed, and an email sent to you.

RETURN IN STORE

1. Enclose this form and packing slip with the Item(s) and bring to the store.
2. Your return will be processed by a member of staff, and you will receive an email as proof.

REASON FOR RETURN

Please tick the reason that applies:

- Ordered the wrong item
- No longer want the item
- Received wrong item
- Wrong size
- The Item is damaged or faulty*

please describe the damage or fault

Notes: