



RETURNS FORM

To return, please complete the table below for the products you wish to return and include the form with your parcel. Please post to YTC Ltd, Customer Returns, Unit 76 Warfield Road, Kelleythorpe Industrial Estate, Driffield, East Yorkshire, YO25 9FQ. We recommend using a tracked service, please keep your tracking details, as we cannot accept liability for goods that are lost or damaged in transit to us. We have found good rates at www.parcel2go.com although please note that we are not affiliated and cannot accept liability for any problems that may occur. Please note that the postage charge is only refundable for faulty goods, goods not as advertised or incorrect orders.

All of our [Rydale](#) items are quality checked prior to despatch however if your purchase has arrived damaged or faulty please contact our customer service team on 01377 337160 or support@rydale.com before returning to determine the best course of action.

We must receive your returns within 28 days of receipt of your original order, after this time your refund cannot be processed and the goods will be returned to you. If you are unable for any reason to return within this time, please contact our customer services prior to posting.

The goods must be returned unworn, unwashed with all labels and tags attached and in the original condition upon arrival with us. Items will not be accepted if they are returned in any other condition unless faulty.

The transaction will be refunded to your original payment method within 14 days of receipt of your parcel. If you do not see the payment within this time, please contact our support team.

If you wish to exchange an online purchase, please place a new order for the required item/s and return the unwanted items for us to process a refund.

If you have received the wrong item or part of your order is missing. Contact customer service. 01377 337 160 / support@rydale.com

YOUR NAME:

SKU	PRODUCT DESCRIPTION	QTY	PRICE	REASON CODE
411038-XL	EXAMPLE MENS SHIRT	1	£15.00	1

EMAIL ADDRESS:

POSTCODE:

Product information can be found on Rydale.com

REASON FOR RETURN

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|----------------------------------|-------------------------------|
| 1 - Product not as advertised | 5 - Product doesn't suit me |
| 2 - Ordered more than one size | 6 - Incorrect item received |
| 3 - Order arrived too late | 7 - Parcel damaged on arrival |
| 4 - Product doesn't fit properly | 8 - Manufacturing fault |

Additional information