



Summertime - all the time

CUSTOMER RETURNS FORM

Name: _____

Order No: _____

Contact Email: _____

Contact Tel: _____

We charge a £2.95 return postal charge when sending items back. This amount will be deducted from your refund. You also have the option of receiving an emailed gift card with no charge (plus a 5% loyalty bonus).

Please let us know which option you are after:

Emailed Gift Card (+5%)

Item Refund (-£2.95 return postal fee)

RETURN REASON CODES

(1) Too big/loose	(2) Too small/tight	(3) Ordered a few sizes	(4) Don't like fit/style
(5) Don't like colour	(6) Don't like fabric	(7) Product fault	(8) Don't like quality

RETURNED ITEMS

Product	Size	Qty	Return Reason Code

If you have repurchased the same item in another size, we will not charge the £2.95 return postal fee.

Have you repurchased a new item? **Yes/No** If so, what is your new order number: _____

FURTHER COMMENTS (or maybe just draw us a picture?):

[Empty box for further comments]

Please note that returns can take up to 10 days to process once recieved, but we will try to process them sooner. If you need to exchange items, please reorder and then return your original purchase for refund. This will avoid any issues with unavailable stock. In this scenario, we will not charge the £2.95 returns postal fee (see above).

Please return all items in a fully resaleable condition with all original packaging. Refunds will be made back to the payment channel used at purchase and cannot be changed. Please note, we cannot refund original shipping charges.

Items must be returned within 30 days for refund (14 days for SALE items).

Got any questions? info@reefknots.com or 01249 736 236