

# AVERY ROW

**Invoice date:**  
**Invoice no.:**  
**Customer name:**  
**Customer email:**

## Returns Form

Items can be returned or exchanged within 14 days of receipt of the goods unused and in its original condition.

Please note that we cannot:

- Refund or exchange non-faulty items that have been used, damaged or which have had tags removed. In any such case the item will be returned to you at your cost.
- Refund shipping charges unless the item received is incorrect or damaged.
- Accept liability for goods that are lost or damaged in transit.
- Offer returns or exchanges on sale items or to customers outside the UK.

## How to return your item

1. List the item you wish to return or exchange, including a reason code from list below.
2. Please pack all items securely or reuse the original packaging.
3. Send the unused items with this returns form and all original packaging to:

Avery Row  
77 Jamestown Road  
London  
NW1 7DB  
United Kingdom

Item	Quantity	Return or Exchange	Reason Code

Reasons for return:

1. Changed my mind
2. Not as expected
3. Returning a gift
4. Faulty
5. Received damaged
6. Wrong item shipped
7. Other (please indicate in the box below)

If you would like an exchange please specify the item in the box below:

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We recommend that you use a safe and tracked shipping method to return the item to us. We will notify you by email once your return has been received and subject to approval, your exchange or refund will be processed within 3 working days and your account credited within 28 days. Returns are refunded in the original payment form. For further details on refunds and exchanges please refer to our returns policy on [www.avery-row.com](http://www.avery-row.com).

If you have any questions, please send an email to [info@avery-row.com](mailto:info@avery-row.com)