

## Returns Policy / Discount Information

At Snuggle Feet we always hope you will be happy with your order, however in the unlikely event you are not entirely satisfied, we will offer you an exchange or refund. Please return your purchase, in the condition received, original packaging and enclose the returns form] within 12 working days of receipt.

We are sorry but postage and packaging is non-refundable. We would advise that you send your return by registered post as the package is your responsibility until it reaches us.

Once the delivery has been signed for at the given address it is no longer the responsibility of Snuggle Feet. Refunds cannot be given if the gift is not passed on to the named recipient.

If your order does not arrive or arrives damaged, Snuggle Feet will replace the goods to an equal value or, where appropriate, offer a full refund after an investigation with Royal Mail has been carried out.

Damaged or lost orders must be reported to us within 12 days of the delivery date. Please note, ALL refunds and replacements are at our discretion.

If we sent you the wrong product (size / style) or a damaged product, then because this is our fault we will resend the correct product and enclosed a postage mail envelope so that you can return the wrong or damaged product back to us free of charge. To arrange this service please call 01304 207631. This is strictly for orders sent in error by us.

## Returns Form

(Please complete below and return with goods)

<b>Reason for return:</b>	
<b>Order number:</b>	
<b>How many items are you returning?</b>	
<b>Would you like an exchange or a refund?</b> If an exchange is required please state what size/design you require.	
<b>Contact phone number:</b>	
All exchanges / refunds will be sent on receipt and despatched promptly. Refunds may take 3-5 days to appear as a credit back onto your credit / debit card.	

Free Returns via Freepost is only available to customers within the UK.  
Please cut out and use the correct return address label below.

POSTING FROM <b>WITHIN</b> THE UK ONLY USE THIS LABEL This is Freepost, please post via a UK Post Office.	POSTING FROM <b>OUTSIDE</b> THE UK USE THIS LABEL <b><u>Please purchase the correct postage</u></b>
FREEPOST RTHB-GTTK-UHCS Snuggle Feet Limited Folkestone Road Dover CT17 9JR	Snuggle Feet Limited 383-385 Folkestone Road Dover CT17 9JR UNITED KINGDOM