



BILLING ADDRESS:	RETURNS & EXCHANGES NOTE
DELIVERY ADDRESS:	
	ORDER NUMBER:
	ORDER DATE:

PRODUCT NAME	COLOUR	SIZE	QTY	PRICE (€)	REFUND/EXCHANGE		REASON CODE	COLOUR	SIZE
					R	E			

REASON CODE: We value your feedback, please use the following codes to tell us why you are returning your item(s).	10- Too small 11- Too big 12- Too short 13- Too long	14- Poor quality 15- Style doesn't suit 16- Item arrived too late 17- More than one size/ colour ordered	18- Incorrect item received 19- Not as expected 20- Not as described 21- Item faulty
--	---	---	---

HOW TO RETURN YOUR ITEM(S):

- Please send us an email at orders@greenofgrey.com to notify the return or exchange request.
- Fill in this form: Please write the item(s) name(s) you want to return, tick refund or exchange and select a reason code from the list above. We are only able to exchange an item for the same style in different colour/style. If you want an exchange detail the item(s) you would like to receive in exchange. If you believe you have received an incorrect item, please tick exchange if still required.
- Please return your items via the Post Office, not a courier service as your parcel could become stuck in customs and you will be responsible for any fees incurred.
- Enclose this form inside your parcel.
- For your protection we advise that you use a recorded delivery service and obtain a 'Proof of Posting Certificate'. We cannot accept liability for goods that get lost or damaged in transit back to us.
- Return item(s) to: Green of Grey, Carrer del Farell 6, 3^o1^a, 08014 Barcelona, Spain.
- PLEASE NOTE:** Items being returned from outside the European Union must be CLEARLY MARKED on the custom form & outside of the package: "EXCHANGES" or "REFUND".

RETURNS/EXCHANGES INFORMATION

- If you need to return an unused item you can do so within 20 days of date of delivery for an exchange or refund as required. We will refund the monetary value of the items returned to us, at the price you purchase them.
- For further information about returns and exchanges, please visit our website www.greenofgrey.com or contact us at info@greenofgrey.com

