

Phoebe Grace Returns Form

Customer Details

Customer Name: _____

Customer Email: _____

Customer Phone Number: _____

Order Details and reason(s) for return

Order number: _____

Product Size: _____

Product Name: _____

Product Quantity: _____

Reason for Return: Unwanted
 Faulty
 Too Big
 Too Small
 Duplicate Order
 Wrong Size
 Other: _____

Exchange or Refund?

1. I wish to exchange the item(s) listed above for:
a) Another size: _____
b) Another product: _____
2. I wish to be refunded in full

If you would prefer a refund, you will need to send the item(s) back to us. Please write on the return form the reason why you are returning the item(s).

We do require the parcel to be sent by recorded delivery, as there is an electronic track & trace available.

We do not provide free returns unless the item is faulty.

Please return items in a saleable, unworn and undamaged condition in its original packaging within 14 days of receipt.

Once we have received the parcel your return will be processed. Please be advised all refunds can take up to 14 working days to process. After we have processed your refund, you should expect to receive your refund within 28 working days. A confirmation e-mail will be sent once your return has been refunded.

For the returned faulty items we will refund you the full cost including delivery charges, please send your postage receipt with item(s) back to us. Retain the proof of posting until you receive a refund. If you have any further queries, please do not hesitate to contact us.

We will consider the overall condition of the product returned prior to making a refund.

Return Address Label

PHOEBE GRACE

204 Peckham Rye

London SE22 0LU

United Kingdom
