

## RETURNS / EXCHANGE FORM

NAME:

ORDER NUMBER:

EMAIL ADDRESS:

### HOW TO RETURN

COMPLETE THIS RETURNS FORM, MAKING SURE TO FILL IN THE ITEMS YOU WOULD LIKE TO RETURN AND INDICATE THE REASON USING THE 'RETURN REASON CODES' FOUND BELOW.

ENCLOSE THE RETURNS FORM IN YOUR RETURNING PARCEL.

### ADDRESS FOR RETURNS:

ROUGH.  
c/o PRESTO LOGISTIK  
UELZENER WEG 27  
59425 UNNA  
GERMANY

### RETURNS POLICY

PLEASE RETURN ANY ITEM/S WITHIN 14 DAYS OF DELIVERY IF YOU REQUIRE A REFUND. ANY RETURN RECEIVED AFTER THIS PERIOD MAY BE REJECTED. ANYTHING OUTSIDE OF THE 14 DAY RETURN PERIOD CAN STILL BE RETURNED TO US FOR EXCHANGE/STORE CREDIT ONLY.

RETURNS MUST BE SENT BACK IN PERFECT ORIGINAL SALE CONDITION. TAGS MUST BE NOT BROKEN. ANY ITEM/S THAT DO NOT COMPLY WITH OUR PROCEDURE WILL BE RETURNED TO YOU IN THE CONDITION THEY ARRIVED.

#### NOT THE PERFECT SIZE?

IF YOU WANT A DIFFERENT SIZE AS ORDERED, PLEASE PLACE A NEW ORDER IMMEDIATELY AFTER RECEIVING YOUR ORDER. PLEASE CONTACT US (SUPPORT@R-OUGH.COM) SO THAT WE CAN REFUND YOU THE SHIPPING COSTS OF THE NEW ORDER.

ALL REFUNDS WILL BE MADE AS PER THE ORIGINAL METHOD OF PAYMENT. THEY ARE USUALLY PROCESSED WITHIN 3-5 WORKING DAYS OF RECEIVING THE ITEM BACK, PLEASE ALLOW A FURTHER 10 DAYS FOR THE REFUND TO REFLECT IN YOUR ACCOUNT.

FOR INTERNATIONAL RETURNS PLEASE DECLARE THE PARCEL AS A 'RETURN' TO AVOID ANY CUSTOM CHARGES.

### RETURNED ITEM/S

REASON:	ITEM DESCRIPTION:	SIZE	EXCHANGE (ONLY SALE ITEMS) PLACE NEW ORDER	STORE CREDIT	REFUND
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

\*IF FAULTY PLEASE STATE THE ISSUE IN AS MUCH DETAIL BELOW:

### RETURN REASON CODES

- 1 – DOESN'T SUIT ME
- 2 – RECEIVED WRONG ITEM
- 3 – NOT LIKE PRODUCT IMAGE
- 4 – QUALITY NOT AS EXPECTED
- 5 – TOO BIG
- 6 – TOO SMALL
- 7 – FAULTY (SEE FAULT DESCRIPTION BOX)
- 8 – ARRIVED TOO LATE

### STILL NEED HELP?

SEE OUR T&C'S ONLINE. ALSO OUR CUSTOMER SUPPORT TEAM ARE ALWAYS HAPPY TO ANSWER ANY FURTHER QUESTIONS YOU MAY HAVE. CONTACT US: CONTACT@R-OUGH.COM

### NON RETURNABLE ITEMS

SALE ITEMS CANNOT BE RETURNED FOR A REFUND. WE CAN ONLY ISSUE AN EXCHANGE OR STORE CREDIT. HEADWEAR, UNDERWEAR AND SOCKS CANNOT BE RETURNED