

# RETURNS FORM

We hope you'll be really happy with your purchases, but understand that sometimes customers want to return their goods and you have the right to cancel your order within 28 days of receipt of the goods. Please follow the steps below.

Our full returns and refund policy is available on our website: [www.little-mouse.co.uk/pages/returns](http://www.little-mouse.co.uk/pages/returns)

## HOW TO SEND A RETURN TO LITTLE MOUSE

1. Print and complete this form then pop it inside your parcel (or write all the info on a piece of paper)
2. Print and attach the address label below to your parcel (or handwrite the address).
3. Send with your chosen parcel service (acquire Proof of Posting).
4. Returns will be processed within 7 days from the date of return (but normally within 48 hours).

Name \_\_\_\_\_

Order number \_\_\_\_\_

Email \_\_\_\_\_

Phone number \_\_\_\_\_

## What are you returning and why?

Qty	Product (see your order for product name or describe the item clearly e.g. pink bunny print sleepsuit).	Reason code	Comments (optional)

Ideal if you're returning a gift!

### Please choose one of these 2 options (tick):

Email me store credit (voucher code) so I can choose something else

Refund me

*Please do not request an exchange of products/sizes here, you can place a fresh order online when we send you a voucher code.*

### Return Reason Codes

A - You sent me the wrong item/size/colour  
D - My order didn't arrive in time  
G - I've changed my mind

B - What you sent me was faulty  
E - The item doesn't look like the picture I saw  
H - I ordered two sizes/colours to compare

C - It doesn't fit right  
F - Disappointed with the quality  
I - Unwanted gift



Returns Department  
Little Mouse  
34 Rosamond Road  
Bedford  
MK40 3UG

Postage  
required