

PRINGLE OF SCOTLAND

UK FREE RETURNS

Repackage the item in the original packaging with all swing tags affixed to garments please. To create your return label please use the following link <https://www.royalmail.com/track-myreturn#/details/6924>

Take your item to any Post Office and keep the tracking receipt as proof of return.

FOR INTERNATIONAL RETURNS

Please fill out the form below and send the garment(s) back through a tracked delivery service to:

Pringle of Scotland
c/o Torque
Martland Park, Challenge Way
Wigan
WN5 0LD

customer.services@pringleScotland.com
+44 1450 360200

CUSTOMER NAME _____

DATE ORDER PLACED _____

ORDER REFERENCE W
(Your order reference number is shown on you order confirmation email)

REASON FOR RETURN _____

- | | |
|-------------------------------|---|
| 1. Too big | 7. Arrived too late |
| 2. Too small | 8. Looks different to the image on the site |
| 3. Too long | 9. Incorrect item received |
| 4. Too short | 10. Faulty item / package |
| 5. Ordered more than one size | 11. Changed my mind |
| 6. Style doesn't suit | 12. Wrong colour |

QUANTITY	PRODUCT CODE	DESCRIPTION	SIZE	REASON CODE (see above)

PACKING YOUR ITEM

- Repack the items for return with the order summary from the original packaging. Your return cannot be processed without the order summary.
- Securely seal the package using the original packaging. If your box or bag is damaged and cannot be reused, please pack your items securely in alternative packaging.
- Please send all the items you wish to return in the same shipment to ensure your return is processed as quickly as possible.
- Items should be returned in their original packaging to ensure they are adequately protected in transit.

RETURNS POLICY

- Pringle of Scotland offers returns only and no exchanges.
- Goods must be returned within 30 days (from receipt) in their original condition.
- Pringle of Scotland reserves the right to refuse a refund for any goods returned after the 30 day period.
- Incomplete, damaged, worn, soiled or altered returns will not be accepted or refunded. All items with swing tags removed will also not be accepted or refunded.
- Returns from outside of the UK should be sent through a tracked delivery service. Pringle of Scotland does not take responsibility for damage that occurs during an international returns process, so please ensure that the package is well protected when returned to us.
- Refunds can take up the 14 days to process from the receipt of the goods.
- We are unable to refund any duty, tax / VAT and charges on returns from outside the United Kingdom. This does not affect your statutory rights.