

Order Date	Order Number

## WHAT YOU ORDERED

Qty	Product Code	Refund Or Exchange	Reason Code	New Item/Code	New Colour	Reason For Return
						1. No longer required - arrived too late 2. Received damaged 3. Poor quality 4. Incorrect item received 5. Under terms of 30 day 'Comfort Guarantee' 6. Doesn't suit me

- Your shoes must be received in their original, unused condition and accompanied by a completed Returns Form. (Unless the shoes are being returned under the terms and conditions of our 30 Day Comfort Guarantee)
- We recommend you use a form of registered post in case you need to track your parcel.
- Please return your shoes in the original packaging and ensure you package it carefully to protect it during transit.
- We endeavour to process your return/exchange within 7 working days of receiving it.
- All exchanges will be sent back to the customer via the Standard delivery service.
- We're sorry but the cost of posting your returns to us is at your own expense and we cannot reimburse you for this.
- PLEASE NOTE: we reserve the right to refuse a refund on any items that have been used or are not fit for resale.

### HOW TO RETURN TO US

- Complete this form
- Enclose this form in your return parcel
- Send with your chosen service



**ACE TRANSPORT  
 BELCON INDUSTRIAL ESTATE  
 H48  
 GEDDINGS ROAD  
 HODDESDON  
 EN11 0NZ**