



Issue Date: _____

Order ID	
Name	
E-Mail	

Item Code	Colour	Return Qty	Reason code	REFUND	EXCHANGE

REASON CODE		
1. TOO BIG	4. POOR QUALITY	7. WRONG ITEM SENT
2. TOO SMALL	5. FAULTY	8. ORDERED MORE
3. NOT AS ONLINE	6. ARRIVED TOO LATE	9. DOESN'T SUIT ME

Other Reason: _____

- 1) Enter the quantity you are returning against the relevant order line on the Returns Note.
- 2) Enter the Item Code for each item, which can be found on the base of your swing label tag and or your care label.

EXCHANGE

If you would prefer an exchange, you can complete this form and or contact Austin Bodd using our Contact Form. Please complete this form and select the option for exchange of product against the product being returned. You can also indicate which product you want to exchange with. Our customer care team will contact you and follow up on your request.

REFUND

If you would prefer a refund, you will need to send the item(s) back to us. Please select or 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 for unsuitable items. Items that have been washed and become faulty after the purchase are not refundable.

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.

Customer Care (Contact Us):

Email: contact@austinbodd.com

Phone Number: +44 (0) 2081446605

Opening Hours: Monday to Friday, 9.00am to 5:30pm, excluding bank holidays.

Return Address:

20-23, WENLOCK ROAD, LONDON

N1 7GU

United Kingdom

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

The original swing ticket and any relevant product packaging should be presented as well as the item being in a re-saleable condition.

We regret that we are unable to accept returns of underwear for hygiene reasons unless defective in quality, description or performance.

Note: Please ensure to read in full our **Terms and Conditions of Sale, Return Policy** before completing this form.