

## RETURNS/EXCHANGE FORM

# Betty Bramble

PURCHASE AND CUSTOMER INFO	
Name	
Order Number	
Street Address	
Postcode	
Email Address	
Telephone	

RETURN AND REASON			
ITEM NAME(S) & COLOUR	REASON FOR RETURN/ EXCHANGE	QUANTITY	PRICE

EXCHANGE FOR			
ITEM NAME	COLOUR/ DESIGN	SIZE	PRICE

ADDITIONAL COMMENTS optional

RETURN FORM WITH ORDER IN WELL SEALED PARCEL, TO THE ADDRESS BELOW
Betty Bramble Limited Unit 23, Brookwillow Farm Woodlands Road Leatherhead Surrey, KT22 0AN

## Return policy

# Betty Bramble

Thank you for your order.

Not satisfied with your purchase? We are here to help.

Following are the terms and conditions that constitute our return policy.

### RETURNS

- Returns must be initiated within 30 days from the date you received your purchase.
- Items must be in their original state and condition, unworn and in the original packaging.
- The goods must be returned unwashed, unworn with all labels and tags left attached.
- We ask that you try the items when you are not wearing fragrance, deodorant or make-up to avoid leaving marks or scent.
- Include any invoices packing slip or proof of purchase.
- You will need to pay the return postage and we recommend obtaining proof of postage. We cannot accept liability for goods that get lost or damaged in transit back to us.

### REFUNDS

- Once your return is received we will inspect it to confirm it meets the conditions specified above.
- If your return is approved we will promptly process your refund and send an email to notify you.
- If your return is rejected (due to the reasons specified in this document) we will contact you with further information.
- Please allow 14 business days for the processing of returned items.
- Refunds are processed back to the original card or account you paid from.

### EXCHANGES

- Once your return is received we will inspect it to confirm it meets the conditions specified above.
- If your return is approved we will promptly process your exchange and send the replacement item out to you.
- If your return is rejected (due to the reasons specified in this document) we will contact you with further information.
- Please allow 14 business days for the processing of returned items.

If you have any queries please do not hesitate to contact us at [CustomerService@BettyBramble.co.uk](mailto:CustomerService@BettyBramble.co.uk)