

# BANVARD & JAMES

ENGLAND

## RETURNS AND EXCHANGES

Return within 14 days for a refund or 28 days for an exchange. Items must be unworn and in a resalable condition.  
Please include a copy of your receipt if appropriate.

Order/Receipt Number: \_\_\_\_\_ Name: \_\_\_\_\_ Contact Phone Number: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Reason codes (please tick if apply):

Size                       Style                       Quality                       No stock for exchange   
Fit                       Colour                       Looks different to site

Product to be returned	Exchange, Credit Note or Refund?	If exchange, please specify product/size/colour

Banvard & James covers the exchange postage, however the customer is liable for the return costs unless a product has been supplied in an unusable state or is damaged. If there is a price difference with an exchange we will contact you once your return has been processed.

Please return items via recorded delivery to: *Banvard & James, Unit F173/4 Riverside Business Centre, Haldane Place, London SW18 4UQ*