

RETURNING ITEMS - INSTRUCTIONS

A. If you would like a refund/exchange please fill out the table below. B. Please use the address below for your returns - please note this is not a freepost label.
 C. Please enclose this form with the item(s) you are returning back to us. D. Please read and sign below before sending your item(s) back.

I WOULD LIKE A REFUND OR EXCHANGE FOR THE FOLLOWING ITEM(S):

Please note: We're only able to exchange items where a different size of the same item is requested. If you require a different item or colour you will need to place a new order online and return the original item for a refund.

ORDER NO.**	QTY	PRODUCT NAME	REFUND	EXCHANGE*	TOO BIG	TOO SMALL	TOO LONG	TOO SHORT	POOR QUALITY	STYLE DOESN'T SUIT	ARRIVED TOO LATE	NOT AS EXPECTED	UNWANTED GIFT	ITEM FAULTY	FAULT	REPLACEMENT SIZE

YOUR DETAILS

NAME: _____
 ADDRESS: _____
 POSTCODE: _____
 EMAIL: _____
 TEL: _____

This returns policy does not affect your statutory rights. Please ensure you return the goods within 14 days of them arriving. The returned goods are your responsibility until they are delivered to our returns department. For your protection, we recommend you use a postal service that insures you for the value of the goods you are returning.

By signing this I acknowledge that the item(s) are in the condition I received them, with tags attached for a refund or exchange. All faults will be checked over by a member of our returns department and if found NOT to be a manufacturing fault the item(s) will be sent back to the customer and no refund or exchange will be given. Friend or Faux will not cover the postage on unwanted, exchanged or refunded item(s).

Date: _____

Signature: _____

PLEASE ADDRESS YOUR RETURNS TO:

FRIEND OR FAUX LIMITED
 UNIT 5 PERTH COURT,
 ELEVENTH AVENUE,
 TEAM VALLEY, GATESHEAD.
 NE11 0NJ.

**Your order no. is at the top of the invoice that came with the item.