## **Customer Returns Form**

- > All returned goods should be in their original packaging with tags attached, in an unworn/unused condition. Goods must be returned to us within 14 days of receipt.
- > Please make sure the goods are packaged securely and sent back to the address below, we recommend that you obtain a proof of posting. Fascinators Direct will not be liable for non-delivery of returned goods or returns which have been damaged in transit. You will be liable for the return postage costs.
- > Please place the completed returns form inside the package as we will be unable to identify you and process your refund without it.
- > Once the goods have been received and inspected, refunds will be processed within 3 days of receipt but please allow 5-10 working days for the funds to be returned to your account. We can only refund the original credit card or PayPal account used and we will not refund original shipping costs or postage upgrades. For international buyers, we do not refund any customs duties.
- > You can view more information on our returns policy and terms and conditions on our website: <a href="mailto:fascinatorsdirect.co.uk/pages/returns-policy">fascinatorsdirect.co.uk/pages/returns-policy</a> If you have any questions please get in touch with us via our live chat feature on the website or by direct email: <a href="mailto:sales@fascinatorsdirect.co.uk">sales@fascinatorsdirect.co.uk</a>
- > Returns should be sent to the address below and we recommend you obtain proof of postage.

**Tip:** To return small or medium sized parcels you could use your local Post Office, but for larger parcels and hat boxes, it might be cheaper for you to use a courier. A comparison site such as <a href="Parcel2Go.com">Parcel2Go.com</a> should give you competitive rates for a variety of courier services with options for either a collection or drop off.

Fascinators Direct (Returns)
20A Vernon Avenue
Brighton
East Sussex
BN2 6BF

United Kingdom

Fascinators DIRECT

			·		
Order Number:	Tel:				
Name:					
Email:					
Return Codes					
<b>1</b> Wrong Colour	<b>2</b> Not Suitable	<b>3</b> Didn't Like It	<b>4</b> Damaged		
Ğ	_,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		S		
<b>5</b> Too Small	<b>6</b> Too Big	<b>7</b> Ordered More For Choice			

Item Description	Qty	Return Code