



We hope you love everything you have received from Smith and Goat, but we understand that you may want to return an item.

If you don't wish to keep your purchase, you can return it to us within 28 days for a full refund excluding the delivery charges. Please note there are some restrictions and conditions to this, please visit [smithandgoat.co.uk/pages/returns-policy](http://smithandgoat.co.uk/pages/returns-policy).

Your item/s will need to be in their original condition and packaging and returned at your own cost. Your return remains your responsibility until it is safely in our hands, so we advise you use a signed for service. If you are returning an item because it is faulty or damaged, please contact us before returning at [hello@smithandgoat.co.uk](mailto:hello@smithandgoat.co.uk).

Please ensure you complete all sections of the form below to enable us to deal with your return as quickly as possible.

Exchanges: Should you change your mind on your purchase, please complete the returns form and contact us to advise us about the return. You can then purchase the new item via our website. The same conditions and restrictions as refunds apply.

Please address your return to **Smith and Goat Returns, Unit C2, Lea Road Trading Estate, Waltham Abbey, Essex, EN9 1AE**. (Returns may also be made in person at a prearranged time, please contact us).

Once an item has been received, the refund will be reviewed and once approved you will receive email confirmation and a refund will be sent to your original payment method within 5 working days (usually faster than this!).

For more information on returns and refunds and to view our full terms and conditions please visit [smithandgoat.co.uk/pages/returns-policy](http://smithandgoat.co.uk/pages/returns-policy)

Your details:

Order No.	Full Name	Telephone No.	Address	Email

Return details:

Item Name	Quantity	Reason Code	Comments

Returns codes: A - Product description not accurate, B - Photography not accurate, C - Disappointed in item quality, D - Item arrived faulty/damaged, E - Item arrived too late, F - Changed my mind, G - Other (please comment)



Unit C2, Lea Road Trading Estate, EN9 1AE  
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