

RETURNS FORM

S/C

Address: Suit Culture Warehouse, Unit 32a Foss House, Mandale Business Park, DH1 1TT.

In Person Returns: Must be in store, we cannot allow access to our distribution centre.

If you are not fully satisfied with your goods, our customers have up to 14 days (after receipt of goods) to return the product(s) to us for a refund or exchange after trying them on. Returns are only authorized if the product(s) come back in the same condition as received, with original tags attached and placed back in original packaging.

Products must be returned to us in a re-saleable condition (If we deem the item not in a re-saleable condition then unfortunately you will not be refunded). Additionally, if the tags have been removed this deems the item non-refundable.

How can I return my order?

We do not provide free returns, however we allow one FREE exchange per customer. If you require a different size then we will send the item for no additional cost. To return your order to us we ask you complete the paperwork provided.

Are you are in a hurry? To dispatch exchanged goods, we must receive the original goods.

We advise you make another order with the required products & sizes. Then send your original order for a refund. Excluding any items you would like to keep e.g tie & pocket square.

Need suit exchanges within 4 working days?

Use Discount Code: myquickexchange

This will give your order priority & free delivery on checkout

Customers generally return via royal mail

Please Note: Item's sent without paperwork will not be refunded as we cannot pinpoint the sender.

For Refunds

Please allow 14 working days from the date of posting the parcel for your items to be refunded. The amount will be the RRP of items (excluding delivery cost) deposited back onto the payment method used.

Sending Date

Your Order No

Order Name

Your Order Email / Phone

Let us know how we can help further, just tick the relevant box for our online team.

Please Can I Get A Refund On My Order

Please Can I Exchange My Order

New Size:

Style:

Required By:

Returning Please Tick

Full Suit(s)

Trouser(s) Only

Shoe(s)

Tie

Pocket Sq.

Too Small

Too Large

Not Suitable

ACCEPTABLE RETURNS

We're here to create a faster, friendly returns experience. We provide protective boxes, heavy duty suit carriers and body formed hangers to ensure your order arrives event ready.

When returning any items for Exchange or Refund, we kindly expect the same courtesy. Suits can get damaged when poorly packaged making the garments get creased or stained.

Any suits that aren't in a re-saleable condition will either be returned or incur a cleaning fee (with all original tags, unworn and unwashed).

Trouser or Waistcoat only exchanges are acceptable in a small postage bag neatly folded.

When Returning your order please... follow the guide



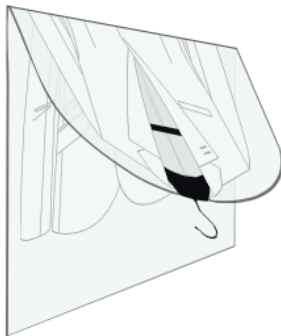
1.

Always use the hanger, this keeps the suits shape and stops creasing



2.

Blazers must use the **Suit Carrier** protector (exchanges will get another)



3.

Fold the suit once at the middle just before re-boxing



3.

Use the packaging box it was sent in for adequate cover