



# CUSTOMER RETURNS FORM

Name:
Email:

Order No:
Order Date:

Qty	Product code	Product description	Size	Return	Return code	Notes

### RETURN CODES

1. Too big
2. Too small
3. Ordered multiple sizes
4. Received wrong item
5. Faulty
6. Poor quality
7. Not as expected
8. Late delivery
9. Other (please specify)

BettySwollox orders can be returned within 30days from the day your order was delivered. We are unable to offer exchanges at this time.

If you have received a defective item, please contact: [returns@bettyswollox.com](mailto:returns@bettyswollox.com)

**COMMENTS:** If you have any additional comments, please leave them here. Your feedback is very important to us, so please be as specific as possible.

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### WHAT TO DO NEXT

1. Under the 'Return' column, tick the item(s) you are returning.
2. Under 'Qty', please indicate how many of each item you are returning.
3. Enter the return code to let us know why you have chosen to return the item.
4. If under return code you specify "9/other" please could you add the details in notes or in the comments box.



### UK RETURNS

We offer FREE returns in the UK via Royal Mail Tracked Returns. Follow the steps below to download your FREE label:

1. Print and complete this form - don't forget to put it in the package
2. Head to [www.royalmail.com/track-my-return/create/2700](http://www.royalmail.com/track-my-return/create/2700)
3. Generate and print your label
4. Package up your return and hand it in to your nearest Post office
5. Keep a copy of your postage receipt
6. If you choose not to use our free service you will be liable for the cost of your parcel.