GORAL
MADE IN ENGLAND
SINCE 1936

RETURNS/EXCHANGE FORM

Goral & Son LTD
35 Spital Hill, Sheffield
S4 7LD

(Tracking boxes for Goral staff use only)

Name:	Order Number:	Order Tracking:	Return Tracking:

HOW TO RETURN

Complete this returns form, making sure to fill in the items you would like to return and indicate the reason using the return reason codes found below.

Enclose the returns form in your returning parcel.

For UK customers, please use the supplied UPS shipping label enclosed along with your order.

For international customers, please refer to our terms and conditions page on our website: www.goral-shoes.co.uk
The return address is located at the top of the returns form.

RETURNS POLICY

Please return any item within 14 days of delivery if you require a refund any return received after this period may be rejected.

Returns must be sent back in perfect original sale condition, tags must not be broken.
Any item/s that do not comply with our procedure will be returned to in the condition they arrived in.

Exchanged items will be dispatched on a free delivery service, delivery can take up to 7 working days from your return being processed.

If stock is not available we will refund the product and advise you via email (terms apply I.e. return period).

All refunds will be made as per the original method of payment. They are usually processed within around 3-5 working days of receiving the item back, Please allow a further 2-5 days for the refund to reflect in your account.

For international returns please declare the parcel as a return to avoid any customs charges. (Refer to terms for further info).

RETURNED ITEMS (Please see reverse for exchanges)

Reason	Item Description	Size	Exchange	Store Credit	Refund

*If faulty please state the issue below:

RETURN REASON CODES

1 - Incorrect item received
2 - Quality not as expected
3 - Too big
4 - Too Small
5 - Faulty* (see fault description box)

STILL NEED HELP?

See out T&C's Online. Also, our customer support team are always happy to help answer any further questions you may have.
Email: customerservices@goral-shoes.co.uk
Tel: 0114 242 0641

NON RETURNABLE ITEMS

Sale items cannot be returned for a refund. We can only issue an exchange or store credit only.

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ITEM/S WANTED FOR EXCHANGE ONLY		If requested size is not available please tick appropriate box	
Item Description	Size	Store Credit	Refund