

RETURNS FORM



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REASON CODE	
1	Too Big
2	Too Small
3	Too Long
4	Too short
5	Poor Quality
6	Does not suit me
7	Arrived too late
8	Not as Expected
9	Unwanted Gift
10	Item Faulty
11	Incorrect Item

Order date	Order reference

Qty	Product code	Description/colour/size	Price	Refund	Exchange	Replacement size	Replacement colour	Reason Code
1	PT01J-A	Kente Evening dress/blue/size 10	£149.00		✓	12		2

DELIVERY AND RETURNS NOTE

If something is not right, or you would like a refund or exchange, please follow the steps below within 10 days of your delivery:

- 1 - Next to the products listed above tick whether you would like a refund or exchange.
- 2 - **We are only able to exchange items where a different size/colour of the same item is requested.** You can place a new order if alternative items are required, and return the original item to us for a refund.
- 3 - Please select one of the reason codes against your return. If you have received an incorrect item please mark exchange if you still require the original item.
- 4 - Use the pre printed address label attached to this form to attach to your parcel. You will have to pay for your return to us.
- 5 - Enclose this form with your parcel and secure your parcel so that no item(s) will fall out.
- 6 - Please retain a proof of postage.

Please ensure you return the goods in their original condition within 10 days of them arriving with you. For any other information regarding our returns policy, please log on to our website and view the 'returns & exchange' page at the bottom of the website.