

Returns Note

Returns Instructions

Order Number	
Order Date	
Name	
Address	

1. Enter the quantity you are returning against the relevant order line on the Returns Note.
2. On the same order line, circle a return reason letter code from those listed

Replacement Policy

If you would like an alternative item or size, please return the unwanted item(s) and nominate the size you require. *Exchanges cannot be guaranteed and will be dependent on the availability of stock, where possible an exchange will be provided; alternatively we will refund you for the returned items as per our standard policy.

By Post

- Take a copy of the dispatch note for your records and enclose the completed Returns Note with the goods.
- Please label your parcel with the address below.
- Take the parcel to your local Post Office.
- Request that the clerk provides you with a proof of posting.
- Retain the proof of posting until you receive a refund.
- You will receive a confirmation email when your refund has been processed.

Return Address:

104 Chamberlayne Road
 London
 NW10 3JN

We will consider the overall condition of the product returned prior to making a refund.

The original swing ticket and any relevant product packaging should be present as well as the item being in a re-saleable condition.

We regret that we are unable to accept returns of jewellery for piercings or briefs for hygiene reasons unless defective in quality, description or performance.

Please be advised all refunds can take up to 2 - 3 weeks to process.

Please note as per our terms and conditions of sale - All items purchased in SALE or Using a Discount Code will be refunded with a Online Gift Card Voucher. Items can also be exchanged for other goods online

SKU	Order Qty	Return Qty	For Customer Completion				
			Return Code (See Below)			Exchange Item*	Exchange Size*
			A	B	C	Y / N	
			A	B	C	Y / N	
			A	B	C	Y / N	
			A	B	C	Y / N	
			A	B	C	Y / N	
			A	B	C	Y / N	
			A	B	C	Y / N	
			A	B	C	Y / N	
			A	B	C	Y / N	

Returns Reason Codes

- A** Unwanted.
- B** Faulty.
- C** Wrong Size.