



For full information about our returns policy please visit the Returns and Exchanges page on our website.

If you wish to cancel an order or return an item, you may complete and return this form. Using this form is not compulsory as you can also contact us by email and enclose a copy of your dispatch note with your parcel. Using this form helps us improve our products and service and may also help us process your refund quicker.

Please send the completed form together with your returned item(s) to:

**The Croft House – returns, Unit A, 16 Blackhouse Circle, Blackhouse Industrial Estate, Peterhead, Aberdeenshire, AB42 1BN**

NAME (on order): \_\_\_\_\_

ADDRESS: \_\_\_\_\_

\_\_\_\_\_

ORDER NUMBER: # \_\_\_\_\_

DATE ORDERED: \_\_\_\_\_

DATE RECEIVED: \_\_\_\_\_

DATE RETURNED: \_\_\_\_\_

Quantity	Item Name/Description	Colour	Size	Price	Reason Code	Please tick	
						Refund	Exchange

For codes 10, 11, 12 and 13 please give additional information:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Exchange items required: (Any difference in price will be refunded or charged accordingly)

Quantity	Item Name/Description	Colour	Size

**REASON CODES**

**Sizing and Fit**

- 1. Too loose/large
- 2. Too fitted/small
- 3. Too long
- 4. Too short
- 5. Doesn't suit me
- 6. Ordered more than 1 size

**Quality and Colour**

- 7. Colour not as photo
- 8. Don't like the colour
- 9. Don't like the feel

**Other reasons**

- 10. Not as described
- 11. Faulty
- 12. Arrived damaged
- 13. Incorrect item sent
- 14. Changed my mind
- 15. Arrived too late/no longer required