



Returns Department
 Unit 2
 Festival Way Industrial Estate
 Festival Way
 BASILDON
 SS14 3WQ

We hope you are happy with your purchase. If for any reason you are not satisfied with the goods you have received, you are welcome to return them. If you require any assistance, please contact us.

Please ensure your items are returned within 30 days of receiving your order. All goods need to be returned in their original condition and original packaging. Once delivered, your refund will be processed within 3 working days.

Order no.		Name	
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Product Name	Size/Colour	Qty	Reason Code

Reason codes: [1] Too big [2] Too small [3] Faulty [4] Incorrect item received [5] Not suitable

How to return your items.

- Cut out the returns address provided and stick to the outside of the parcel.
- Fill in the returns form and place it inside the parcel
- Ensure the parcel is fully sealed.
- Send back via a delivery service of your choice and keep the proof of postage receipt.

Please ensure you keep the proof of postage receipt and/or the parcel tracking number until the refund is complete.

The returns costs are to be paid for by the customer unless the items are faulty or incorrectly received. Please contact us before returning if this is the case. This does not affect your statutory rights.