

Online Order Number:		Name:	
Order Date:		Address:	
Email Address:		Tel Number:	

Product Name:	Colour:	Size:	Refund: (Please Tick)	Exchange: (Please Tick)	Colour:	Size:	Reason Code:

## Reason Codes:

1. Item too Big
2. Item too Small
3. Not as Expected
4. Poor Quality

We hope that you are happy with your purchase. If you are not, please return the product to us within 30 days and we will exchange or refund as requested (terms and conditions apply\*). We recommend that you use a signed for service as we cannot be held responsible for returns not received by us. Please note that postage costs are not refunded.

## Exchanges

Once we have received your item and the completed returns form, you can expect to be in receipt of your exchange within 3-5 working days, subject to availability.

## Refunds

If you require a refund\* we will issue to the paying card used within 7 days of receiving the returned item.

## \*Terms and Conditions

- It is essential that any unsuitable items are returned in an unworn condition and in their original packaging.
- It is essential that you do not tape or stick your returns label on the shoe box as this causes damage. If we receive your return to our warehouse and the box is damaged, there will be a £5 charge.
- The correct way to return an item, is for the box to be sealed inside a plastic sack.
- If any product arrives faulty, please contact our customer service line on 01275 392694 (Mon-Fri 08:30 – 17:00) within 7 days of receipt. Please do not return any faulty goods until you have spoken to a member of our team.
- We do not offer a free returns service. If you would like an exchange, we will send your replacement back to you free of charge.

Return Parcel label

Postage to be paid by sender

Allegro Logistics Ltd  
Unit 23 & 24 Hither Green Ind. Estate  
Clevedon  
BS21 6XU  
United Kingdom