INTERNET RETURNS POLICY

If you are not completely satisfied with your purchase we are happy to exchange or give a full refund. Returns must be received by us within 14 days of delivery to qualify for an exchange or refund. Please return the item(s) to us in their original condition complete with un-removed labels. Refund timescales may vary dependent on your card issuer, so please allow up to 10 working days for the refund to appear on your account. We are not responsible for postage costs of returning an item unless the wrong item was sent.

RETURNING TO US

We strongly recommend for security when sending items back you use a ‘signed for’ delivery service, such as Royal Mail Recorded or Special Delivery and ensure the package is adequately insured. We are not liable for any packages lost in the post and do not accept responsibility for any item(s) until a member of our staff has signed for the package.

RETURN TO STORE

We also offer a return to store service. Online purchases can be returned for a refund or exchanged at any one of our 5 stores. Full details of our stores can be found on our website under 'Stores'. Please bring a receipt or copy of your order confirmation email along with the items you wish to exchange or refund. Refunds will be processed by the Internet Team direct back onto the method of payment used to purchase, they are not refunded in store at the point of return. All refunds are processed by the next working day after returning goods to a store ie. Goods returned on a Saturday will be processed on Monday. A confirmation receipt will be provided in store, showing item(s) returned and value of any refund.

Please complete the table below and include in the package.

ITEM CODE	SIZE	REFUND (Please Tick)	OR REPLACEMENT ITEM CODE	SIZE	NOTES