INTERNET RETURNS POLICY

If you're not 100% happy with your purchase, you can return the item(s) to us within 14 days of receipt for either an exchange or refund. We provide a reduced rate for a tracked 48 hour return service, at a cost of £2.99 which will be deducted from your refund. Please click the link to create a refund label: https://www.john-anthony.com/royalmail/

Simply print off the label and take to your local post office. If you are unable to print the label at home, you can take your parcel to a Royal Mail Delivery Office where they will print the label for you. Alternatively you can return the item at your own cost, however we recommend using a tracked service as we are not liable for any returns that do not arrive back to us.

CHRISTMAS RETURNS: Orders placed from 1st November to 24th December can be returned up until Sunday 6th January 2019. Clearance items are not eligible for our extended returns policy.

Please return the goods to us in their original condition along with all labels, packaging and your completed returns form provided in your original order.

Please note we are not liable for any returned goods until they have been received and signed for by a member of staff at our premises.

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 6 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