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. 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. 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.

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.

NAME:	**ORDER NUMBER:**

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