Returns Form

|  |  |
| --- | --- |
| **Customer Details**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | **Order Information**  Invoice Number:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Invoice Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Order Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Order Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

Refund/Exchange Instruction

Please complete the form below and return it with your item(s) using the pre-printed returns labels attached. To complete the form:

1) Enter the quantity you are returning against the relevant order line on the Returns Note.

2) On the same order line, circle a return reason letter code from those listed.

3)If you would prefer an exchange, please check available options on our website [www.blackfoxes.co.uk](http://www.blackfoxes.co.uk) and provide size/colour required item against the relevant order line.

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Item code/**  **Description** | **Colour** | **Size** | **Quantity Returned** | **Return Code** | | | | | | **Comments** |
|  |  |  |  | A | B | C | D | E | F |  |
|  |  |  |  | A | B | C | D | E | F |  |
|  |  |  |  | A | B | C | D | E | F |  |
|  |  |  |  | A | B | C | D | E | F |  |
|  |  |  |  | A | B | C | D | E | F |  |

**Return Reasons Code:**

**A** – Exchange required;

**B** – Wrong size;

**C** – Item is faulty;

**D** – Unwanted;

**E** – Product was not ordered;

**F** – Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please return items in an unused, unworn and undamaged condition in its original packaging and all tags attached within 14 days of receipt. We do not provide refunds and free returns for unsuitable items. Items that have been used and become faulty after the purchase are not refundable. For the returned faulty items we will refund you the full cost including delivery charges, please send your postage receipt with item(s) back to us.

If you have asked for an exchange or replacement, we will inform you by email when the replacement item have been processed by our warehouse team. If, for any reason we are out of stock of an item, you will be offered a refund. If you have asked for a refund, we will refund your original payment method (i.e. Credit/Debit card or PayPal). Please allow up to 14 days for any refunds to appear in your account.

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**Customer Returns**

Black Foxes UK CIC

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**LU7 1EY**