

salonwear

Returns Form

Full Name: _____

Today's Date: / /

Original Order Date: / /

Order no: _____

Returns Policy

You cannot return items if the following apply:

- It is over 14 days from receiving your order.
- The items are embroidered or personalised.
- The items have been worn, are dirty or damaged from your personal use.

Please note it is at your own personal risk to send items back.

We do recommend sending your items by a tracked delivery service.

Please follow these steps to return your items within 14 days of receiving your order:

1. Please fill in the product code, name, size, colour and quantity of the items you want to return or exchange.
2. Please tick the refund or exchange box and select a reason code.
3. If you received an incorrect item please tick exchange if correct item is still required.
4. If you want to exchange an item please see the exchange payment information and select your payment method.
5. Please return the items with this form enclosed in the package.
Please make sure you read the form carefully and fill in all the required boxes, to ensure there isn't a delay with your return or exchange.

Reason for exchange or refund

1. **Size**
2. **Ordered multiple to check size**
3. **Faulty or poor quality**
4. **Arrived too late**
5. **Incorrect item received**
6. **Other, please state...** _____

Product Code	Product Name	Size	Colour	Quantity	Refund (Please tick)	Exchange (Please tick)	Replacement Size	Replacement Colour	Reason Code

Exchange payment information

1. To exchange your item you need to return the package to us at your own cost.
2. You will need to select a payment method so that we can take payment to resend your items back out to you.
3. If you do not select a payment option the return of your order will be delayed.
4. The cost of redelivery for your new item is £4.99.
5. Please indicate a payment method (**Please tick 1 box only**).

1. **Payment from your original card**
We will automatically take payment from your original card used. Please confirm the last 4 digits of your card no. _ _ _ _
2. **Payment from PayPal**
We will send an email request, which you will need to confirm when received.
If so please confirm your paypal email in which to request payment. _____
3. **Payment over the phone**
We will contact you when the exchange is being processed. Please be aware that if we cannot contact you it will delay the exchange process. Daytime telephone no. _____
4. **Free post returns**
Only if authorised by Salonwear/Dencowear

Return Address:

Salonwear Direct, Returns Dept, Denco House, 14 Buslingthorpe Green, Leeds, LS7 2HG.

PLEASE NOTE: If all information is not filled out, your refund may not be able to be processed.

customerservices@salonweardirect.co.uk