

# Returns Form

PLEASE SEND RETURNS TO



Your Order Number:

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Stuarts London  
Doman House  
16 Doman Road  
Yorktown Business Park  
Camberley  
GU15 3DF

Tel: +44 (0)203 905 5552

Email:sales@stuartslondon.com

Dear Customer,

We are sorry that you are looking to return an item. To complete the returns process as fast as possible, please read, print and fill out this form and then enclose a copy into the package with the item/s that you wish to return to us.

Full Name:.....

Address:  
.....

Postcode.....

Contact Telephone Number .....

Reason For Return? .....

What can we do for you now? (Please Circle)

Exchange / Refund / E-Voucher (Added to your online account)

If You Have Selected "Refund" Please State Which Item/s You Wish To Return

Item 1. .... Item Price £.....

Item 2. .... Item Price £.....

Item 3. .... Item Price £.....

If You Have Selected "Exchange" Please State Which Item/s You Wish To Exchange

Item 1..... to.....

Item 2..... to.....

Item 3..... to.....

Item 4..... to.....

Please Read Our Terms and Conditions For Return On The Following Page

# Terms & Conditions

1. **“All refunds and exchanges must be exercised within 28 days from the purchase date. Any items sent back after this period will be returned to the customer and a charge will be incurred by the customer to cover our shipping costs.**
2. All items being returned must be in a re-saleable condition (i.e. **brand new condition, in original packaging with all original tags attached**). Please note that original tickets/wing tags should not be removed. Failing to comply will result in our returns department rejecting the return and the customer will not be entitled to a refund, exchange or credit voucher. **If our tags are removed your return will be void.**
3. **Stuarts London will not be held responsible for any parcels that are lost in the post.** We do advise customers to take all of the necessary precautions to ensure that their parcels are sent via a secure and reputable courier company. Stuarts London cannot reimburse delivery costs for customers sending items back to our returns department.
4. International customers sending back an item must clearly mark the package on the outside **“Item Sent Back for Exchange”** or **“Item Sent Back For Refund”** Please also alert your courier to what the item is you are sending back and why, as they will need to fill out the customs forms on your behalf. We are not responsible for any customs issues that arise, to avoid any customs charges concerning your package please follow the above instruction. **For more information please contact customer services +44(0)203 905 5552.**
5. **UK Customers- First Exchange** is delivered free of charge. **Second exchange**, Stuarts London will charge £8.00 for Shipping and administration costs; **this includes** any further exchange.
6. **EU & International Customers-** Requesting an exchange will incur standard shipping rate charges as highlighted upon the website. This is our set fee for re-shipping parcels to countries outside of the United Kingdom. Staff will contact customers to collect this amount or notify by email when your credit card has been charges. We apologies that we are unable to offer Free Exchanges to customers outside of the UK.
7. If a customer has been offered a free delivery service on their original order and are now requesting a full refund then we will deduct a £3.95 delivery/admin charge before refunding the money back. The free delivery can only be extended to customers wishing to keep their purchases or make an exchange. Returning an item(s) for an E-voucher will not incur any deductions.
8. Customers who wish to refund part of their order must be aware that a delivery charge will be added if return reduces the balance of their initial order below £75.00 as order will not qualify for free delivery anymore.
9. **\*\*SALE ITEMS MUST BE RETURNED WITHIN 14 DAYS OF RECEIPT:** Sale items are not refundable and thus can only be exchanged. If an exchange is not requested or available at the time of return an E-Voucher balance will be automatically added to your online account with Stuarts London. If you need Login details to your account please contact customer services anytime between 9am-5pm Tel: **+44(0)203 905 5552** or via email to [sales@stuartslondon.com](mailto:sales@stuartslondon.com)
10. For further details about our returns and exchange policy- please visit our delivery & Returns page, accessible within the helpdesk section of our site.
11. The Above does not affect your statutory rights.

## Returns Department- stuartslondon.com : Disclaimer

The Information contained in the e-mail and any attachments are intended for the named recipient(s) only. It may also be privileged and confidential. If you are not an intended recipient, you must take no action as a result of receiving it, including, but not limited to copying, distributing and amending it. If the communication has been sent to you in error, please contact us immediately and do not show the communication to any other party. StuartsLondon.com shall have no liability whatsoever in respect of the content of the communication and make no warranty as to accuracy. Any views or opinions presented are solely those of the author. Viruses:-You are advised to carry out your own virus checks on this message and any attachment to it. Neither stuartslondon.com nor the sender can accept liability or responsibility for any damage or any loss whatsoever caused by the transmission of any virus.