

RETURNS FORM

Date: _____ / _____ /20

1. Please complete with as much detail as possible the top part of this form and enclose inside your parcel.
2. If returning more than one of a different item please fill in one of these sheets per item.
3. Please return your parcel to the address below.

Name: _____ Contact Number: _____

Address: _____ Postcode: _____

Order Number:

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 School Name:

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	Qty	Garment Description	Colour	Size	Code <small>*OFFICE USE*</small>	Garment Fault or reason for Return
RETURNING ITEM						<input type="checkbox"/> Wrong item was delivered <input type="checkbox"/> Item was defective <input type="checkbox"/> Item didn't fit <input type="checkbox"/> Other: _____
REPLACEMENT WANTED						<input type="checkbox"/> TICK BOX FOR REFUND ONLY

Customer Comments:

OFFICE USE ONLY	
Return to Dept.	
Action Needed/Taken	
Date Completed	_____ / _____ /20
Amount to Refund	£ _____ . _____
Notes:	

+As long as your unwanted item is in an "as new" condition, we will refund the product (as long as it is a stock item),. Unfortunately we cannot refund/replace garments that have your Personal childs name embroidered or printed on the garment. Please ensure you order the correct size, Samples are available at most schools for trying on.

+Any unwanted item you return must be returned complete, in clean unworn condition, in its original packaging and with all labels still attached.

+Faulty Garments (Subject to investigating on return) - Please return in a clean state. Manufacture faults will be refunded or replaced as soon as possible.

+Refunds will be processed within 28 days.

+If returning garments for exchange due to wrong size/garment ordered, upon receiving the item back we will refund the item on to your account & you will need to re order online if required. If returning garment due to faulty or incorrectly received garment we will post replacements free of charge upon receiving the item back.

Please see link below for Royal Mail Tracked Returns. This is a free return service.

<http://www.royalmail.com/track-my-return/create/1684>

Returns Department
Emblematic Ltd
Unit 26 North Tyne Industrial Estate
Longbenton
Newcastle upon Tyne
NE12 9SZ