

RETURNS FORM

1. PLEASE ENSURE YOU COMPLETE ALL DETAILS RELATING TO YOUR ORDER (**ORDER NUMBER, SURNAME AND POSTCODE**) ON THE TABLE BELOW SO WE CAN PROCESS YOUR EXCHANGE OR REFUND.
2. COMPLETE ALL RELEVANT SECTIONS FOR THE ITEM(S) YOU ARE RETURNING AND THOSE YOU WOULD LIKE IN EXCHANGE. PLEASE INCLUDE THE PRODUCT CODE AND REASON FOR RETURN.
3. PLEASE READ THE IMPORTANT INFORMATION AT THE BOTTOM OF THIS FORM ABOUT UK AND OVERSEAS RETURNS.

Please tick the box once you have completed all sections of this form.

ORDER NUMBER	SURNAME	POSTCODE/ ZIP

ITEMS RETURNED

PRODUCT CODE	COLOUR	SIZE	QUANTITY	REFUND	EXCHANGE	REASON CODE
EXAMPLE HIPTA003	BLACK	16	1	✓		2
REASON CODE						
1. Too Big	2. Too Small	3. Too Long	4. Too Short	5. Poor Quality		
6. Does Not Fit	7. Arrived Too Late	8. Not As Expected	9. Unwanted	10. Item Faulty		

IF YOU WOULD LIKE TO EXCHANGE YOUR ITEM(S) PLEASE COMPLETE THE SECTION BELOW

YOUR 1ST EXCHANGE WILL BE SENT FREE OF CHARGE; ANY FURTHER EXCHANGE AFTER THIS WILL BE CHARGED POSTAL COST.

PRODUCT CODE	SIZE	COLOUR	QUANTITY	DESCRIPTION

UK RETURNS: Please use Hawes & Curtis prepaid postage to return unwanted items and retain your proof of postage. To generate postage, please visit our Help Centre at hawesandcurtis.zendesk.com and search "Return Instructions". Go to the 'Return Instructions-Online Purchases' page and from the UK section, generate either a Royal Mail or CollectPlus (Collect+) label. Please be advised that Hawes & Curtis will not reimburse costs for postal insurance or returns not sent via the described method. Please note it can take up to 10 working days to process UK returns.

INTERNATIONAL RETURNS: Hawes & Curtis are not responsible for paying fees for goods deemed to be imports by customs. To help with your return, please make sure you clearly label and declare your parcel as "GOODS FROM THE UK, BEING RETURNED FOR EXCHANGE". Please note it can take up to 20 working days to process international returns.

Should you have any questions regarding how you should arrange your return, please see our frequently asked questions online at hawesandcurtis.zendesk.com or contact our customer service department on +44(0)207 298 2242.

Official Address for Hawes and Curtis Website Return:
 Unit 4, Haslemere Business Centre, Lincoln Way, Enfield, EN1 1DX, UNITED KINGDOM