

## CUSTOMER RETURNS FORM

1. PLEASE ENSURE YOU COMPLETE ALL DETAILS RELATING TO YOUR ORDER (**ORDER NUMBER, SURNAME AND POSTCODE**) IN THE TABLE BELOW SO WE CAN PROCESS YOUR EXCHANGE OR REFUND.
2. COMPLETE THE RELEVANT TABLES FOR THE ITEM(S) YOU ARE RETURNING AND THOSE YOU WOULD LIKE IN EXCHANGE. MAKE SURE YOU INCLUDE THE PRODUCT CODE ALONG WITH THE REASON FOR RETURN.
3. PLEASE NOTE IT CAN TAKE UP TO 20 DAYS FOR US TO PROCESS YOUR RETURN.

ORDER NUMBER	SURNAME	POSTCODE/ ZIP

PRODUCT CODE	COLOUR	SIZE	QTY	REFUND (TICK)	EXCHANGE (TICK)	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 1<sup>ST</sup> EXCHANGE WILL BE SENT FREE OF CHARGE, ANY FURTHER EXCHANGES AFTER THIS WILL BE CHARGED POSTAL COST.**

PRODUCT CODE	SIZE	COLOUR	QTY	DESCRIPTION

**RETURNS:** Please use provided free returns label to return any unwanted goods to us. Please allow 20 days for your return to be processed by our returns department based in the United Kingdom.

Should you have any questions regarding how you should arrange your return, please see our frequently asked questions online or contact our customer service department on +44 (0) 0207 298 2242 who will be happy to help.

Sincerely,  
 Hawes and Curtis Australian Website Team