

PO Box 608 Shrewsbury SY1 1WQ
T: 0844 800 4273 F: 01743 241809 International: + 44 1743 247246
E: returns@deadgoodundies.com or returns@justhom.com
VAT No: 846 8834 74

**GOODS FOR EXCHANGE OR REFUND MUST BE RETURNED IN ORIGINAL
CONDITION WITHIN 14 DAYS OF RECEIPT**

Name: Mr/Mrs/Ms/Miss

Order Number:

Website: DeadGoodUndies or Justhom (please tick)

Order Date: DD/MM/YYYY

RETURNED ITEMS				
Style Name eg. Sloggi Basic Mini	Size	Reason Code	Price £	Comments
FOR OFFICIAL USE ONLY				

Reason Codes

- | | | | |
|---|---------------|-----------------|-----------------|
| 1. Wrong item sent | 2. Too big | 3. Too Small | 4. Wrong colour |
| 5. Arrived damaged | 6. Don't like | 7. Poor quality | 8. Arrived late |
| 9. Other (please specify in comments box) | | | |

Please refund my credit card

Please exchange

If you would like to exchange items please check stock levels of your required items on the website and complete the form below. Any additional payments/refunds will be credited/debited to the credit card on which the original purchase was made. Payments via PayPal will have a PayPal Payment request emailed.

Exchange Items				
Style Name eg. Sloggi Basic Mini	Size	Colour	Price £	Comments
FOR OFFICIAL USE ONLY				

Cut out and affix the address label below to your returns parcel. Please obtain a Proof of Postage certificate from your Post Office when you send it.

RETURNS DEPT
 DGU/Justhom
 PO Box 608
 Shrewsbury UK
 SY1 1WQ

REFUNDS

DeadGoodUndies.com/Justhom.com guarantee that if you're in any way dissatisfied with the goods you have ordered we will exchange them or give you a full refund, provided they are returned to us within 14 days in their original packaging and condition - unworn, unwashed and with all labels still attached and bags/boxes intact.

Returns period exceptions:

- unwanted Christmas gifts ordered December 10-23 can be returned by January 15
- unwanted Valentine gifts ordered from January 14 can be returned by February 28

Please allow 10 days (14 for overseas orders) for delivery + receipt of returned goods at Justhom/DeadGoodUndies HQ. Delivery charges will not be refunded in the case of a return.

RETURNS NOTIFICATION

You may notify us that you will be returning goods to us by email to returns@deadgoodundies.com or returns@justhom.com - please include:

- your order number
- details of goods returned
- reason for returning the goods
- name, address, phone number

If you wish to return goods to us without prior notice, please complete the form over the page and enclose it with the returned goods.

If you need another returns form please download a PDF version from the DeadGoodUndies.com/Justhom.com website.

<http://www.deadgoodundies.com/returns.pdf>

<http://www.justhom.com/returns.pdf>

UK customers please return goods via Royal Mail - **IMPORTANT** obtain a free Certificate of Posting for all returns (available at Post Office counters) so we can complete your refund in the event of your parcel being lost in transit.

International customers please return goods using an insured method, **clearly marking your package and shipping paperwork RETURNED GOODS** to avoid delays at Customs. Please retain all documentation so we can complete your refund if items are lost in transit.

We will advise you by email as soon as we receive your returns and will process your request for either a refund or replacement no later than 14 days from receipt.

Refunds will be credited to the card used to pay for the original order.

DeadGoodUndies.com/Justhom.com will let you know as soon as the refund has been processed.

CLEARANCE SALE PURCHASES

Products bought from our clearance sale cannot be returned or exchanged. This does not affect your statutory rights.

If you would like further information on our returns policy please either call our customer services team on **0844 800 4273** or e-mail

customerservices@deadgoodundies.com or customerservices@justhom.com