

PO Box 608 Shrewsbury SY1 1WQ
 T: 0844 800 4273 F: 01743 241809 International: 00 44 1743 247246
 E: returns@justhom.com or returns@deadgoodundies.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:

Ordered from: Justhom DeadGoodUndies (please tick box)

Order Date: DD / MM / YYYY

Please complete the style name, a reason code and any comments.

IF YOUR PANTS ARRIVED IN BOXES OR BAGS PLEASE RETURN IN YOUR PARCEL

Style Name eg. Tattoo maxi	Reason Code	Comments	Price £

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 []

In the case of an exchange please complete the form below. Any additional payments/refunds will be credited to /debited from your credit card on which original purchase made.

Exchange Items				
Style Name	Size	Colour	Quantity	Price

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
 Justhom/DGU
 PO Box 608
 Shrewsbury UK
 SY1 1WQ

REFUNDS

Justhom.com/DeadGoodUndies.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, bags and boxes intact.

Returns period exceptions:

- unwanted Christmas gifts ordered by December 20 can be returned up to January 21
- unwanted Valentine gifts ordered from January 14 can be returned by March 8

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 give Justhom.com notification that you will be returning goods to us by email to returns@justhom.com/returns@deadgoodundies.com - please include these details:

- * your order number
- * details of goods returned
- * reason for returning the goods
- * your name, address, contact telephone number

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

If you need another returns form please download a PDF version from the Justhom.com/DeadGoodUndies.com website - print off and send in your parcel
<http://www.justhom.com/returns.pdf>
<http://www.deadgoodundies.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 a prepaid, insured, traceable method, clearly marking your package RETURNED GOODS to avoid delays at Customs. Please retain shipping documentation so we can complete your refund in case 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. Justhom.com/DeadGoodUndies.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@justhom.com or customerservices@deadgoodundies.com