

GOODS FOR REFUND MUST BE RETURNED WITHIN 14 DAYS OF RECEIPT IN ORIGINAL CONDITION – UNWORN, UNWASHED, WITH ALL LABELS/TAGS STILL ATTACHED AND BAGS/BOXES INTACT

Name: Invoice number:

Order Date: DD / MM / YYYY

RETURNED ITEMS						
Product Name <small>eg. Sloggi Basic Mini</small>	Size	Colour	Qty	Reason Code	Price £	Comments

- 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 detail in comments box)

Please refund my original payment method: Payment card PayPal account (please tick)

IF YOU WISH TO CHANGE TO A DIFFERENT SIZE/COLOUR PLEASE RETURN FOR A REFUND AND PLACE A NEW ORDER ONLINE

**We want your return to go as smoothly as possible.
Please help us to help you by following our checklist:**

- Quote invoice number (at top of invoice)
- Include all boxes, bags and tags
- Return items in original unworn condition
- Return within 14 days from date of receipt

NEW RETURNS INSTRUCTIONS

UK CUSTOMERS please return goods via Royal Mail

IMPORTANT: please choose your method of return depending on the value of what you are returning to DGU.

For lower values please obtain a **FREE Certificate of Posting** for all returns. These are available at Post Office counters.

For higher value parcels please consider using Royal Mail Special Delivery which offers higher insurance.

In both cases you should be able to claim compensation from Royal Mail if your return is lost in transit.

**Returned Goods, DGU, Delta House,
264 Monkmoor Road, Shrewsbury SY2 5ST, UK**

Deadgoodundies.com is not liable for any loss relating to parcels when the customer is returning them – queries should be directed to your chosen carrier.

Refunds will be credited using the original payment method used to pay for the original order.

REFUNDS

Deadgoodundies.com guarantees that if you're in any way dissatisfied with the goods you have ordered we offer you a full refund, provided products are returned to us within 14 days from delivery **in their original packaging and condition – unworn, unwashed and with all labels and tags still attached and bags/boxes intact.**

Returns period exceptions:

- unwanted Christmas gifts ordered December 1 to 20 can be returned by January 21

Please allow 10 days within the UK and 20 days from overseas for delivery and receipt of returned goods at Deadgoodundies

CLEARANCE SALE PURCHASES

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

If you would like further information on our returns policy please call customer services on **01743 247246** or e-mail customerservices@deadgoodundies.com

Please use the address label below on your returned parcel

**RETURNED GOODS
DGU
Delta House
264 Monkmoor Road
Shrewsbury
SY2 5ST
UK**

AFFIX
POSTAGE
HERE