

**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)

**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 are in any way dissatisfied with the goods you have ordered, we will offer you a refund for the products, provided they are returned to us within 14 days of receipt in their original packaging and condition. This means unworn, unwashed and with all labels and tags attached, and boxes/bags or other product packaging 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 or e-mail [customerservices@deadgoodundies.com](mailto: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