

RETURNS FORM



Sorry to hear it didn't work out. Let us know what you'd like to return.....

CUSTOMER NAME	ORDER NUMBER	EMAIL ADDRESS	DATE

QTY	STYLE NAME	SIZE	COLOUR	NOTES	REASON FOR RETURN
					1. Too Big/ Small 2. Faulty 3. Not as expected 4. No longer needed 5. Wrong item received 6. Ordered multiple sizes 7. Arrived later than expected

DISCOUNTED RETURNS (UK ONLY)

Items can be returned (if they are in their original condition) within 30 days of receiving your order. You are responsible for the cost of returning your item(s), however we do offer a discounted returns service for UK customers via the Royal Mail. Returns from outside the UK are returned at the expense of the sender. Further details on our returns process can be found at <https://www.xylondon.com/returns-exchanges>

The cost of using our discounted Royal Mail returns label will be deducted from your refund at a cost of £3.99 per return shipment.

Ensure you use a tracked service as you are responsible for the return until the item is received by our returns department.

HOW TO RETURN ITEMS TO US:

1. Complete **ALL** sections of this form, then pop inside your parcel to be returned (**so we know who to refund**).
2. Create your discounted return label by following the online step at:

<https://www.xylondon.com/returns-exchanges>
OR send your return to us at your own cost
3. Our return address is:

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