## RETURNS NOTE

<table>
<thead>
<tr>
<th>QTY</th>
<th>PRODUCT CODE</th>
<th>DESCRIPTION</th>
<th>REFUND</th>
<th>EXCHANGE</th>
<th>REPLACEMENT SIZE</th>
<th>REPLACEMENT COLOUR</th>
<th>REASON CODE</th>
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**PLEASE FOLLOW THESE STEPS TO RETURN/EXCHANGE YOUR ORDER WITHIN 14 DAYS OF ORDER DATE**

1. **NEXT TO YOUR ITEM PLEASE TICK REFUND OR EXCHANGE FOLLOWED BY EITHER THE REPLACEMENT SIZE, COLOUR & REASON CODE.**
2. **PLEASE PLACE THIS FORM IN WITH THE GOODS TO RETURN OR EXCHANGE AND SEND TO THE ADDRESS IN THE BOTTOM RIGHT.**
3. **WE RECOMMEND YOU USE A POSTAL SERVICE THAT OFFERS A TRacked SERVICE AS IT IS YOUR RESPONSIBILITY TO GET THE PARCEL BACK TO US. WE ACCEPT NO LIABILITY FOR LOST PARCELS.**
4. **IN THE CASE OF EXCHANGES - UPON RECEIVING THE GOODS BACK, WE WILL THEN DESPATCH YOUR REPLACEMENT WITH NO ADDITIONAL POSTAGE COST. ANY ADDITIONAL RETURNS WILL INCUR POSTAGE FEES.**
5. **IN THE UNFORTUNATE CASE YOU HAVE RECEIVED AN ITEM THAT YOU HAVE NOT ORDERED OR THAT HAS ARRIVED TO YOU IN A LESS THAN SATISFACTORY CONDITION. RETURN THE ITEM TO US AND WE WILL EXCHANGE AND REFUND YOUR POSTAGE.**
6. **IN THE INSTANCE THAT A PARCEL IS HEAVY OR AWKWARD TO RETURN IT MAY PROVE BENEFICIAL FOR BOTH PARTIES IF THE PARCEL IS COLLECTED VIA OUR COURIER.**
7. **IF YOU HAVE ANY FURTHER QUESTIONS PLEASE CONTACT US, DETAILS CAN BE FOUND AT THE FOOT OF THE PAGE.**
8. **PLEASE NOTE: ON SATURDAYS DUE TO COURIER OPERATING HOURS AND LOWER STAFFING IN STORE, ASSISTANCE MAY BE LIMITED UNTIL THE FOLLOWING MONDAY BUT WE WILL Endeavour TO HELP YOU IN ANY WAY WE CAN.**

### REASON CODE

- A - LOOKS DIFFERENT TO IMAGE ON SITE
- B - ARRIVED TOO LATE
- C - POOR QUALITY/FAULTY
- D - DOESN’T FIT
- E - INCORRECT ITEM RECEIVED

### RETURNS ADDRESS

GUSTHARTS  
MILKHOPE CENTRE  
BLAGDON  
NEWCASTLE UPON TYNE  
NE13 6DA