

BROTHER2BROTHER★

Brother2Brother.co.uk Returns Form:

If you are not 100% satisfied with your new purchase we will happily offer an Exchange or a full Refund.

Refund/Exchange:

To qualify for an exchange or refund we **MUST** receive your purchased item in its original condition with all swing tags and labels un-removed and attached in the exact way that they were when the product was sent out to you. The product must also be with us within **14 days** of receipt of delivery (the date that you signed for the item).

You must also fully complete the returns slip below outlining your reasons for return or exchange and include it in the parcel. IF YOU'RE PRODUCT FALLS OUTSIDE OF THESE GUIDELINES WE WILL NOT PROCESS A REFUND AND THE ITEM WILL BE SENT BACK TO THE DELIVERY ADDRESS.

Faulty Goods:

If the item that you have purchased is faulty you will need to fill out the tables below detailing the fault with the item. The item will then be inspected by a member of our team to check that the faults are legitimate. Once we are satisfied that your item is indeed faulty we will initiate the refund/exchange process.

Refund Process:

Refund timescales may differ dependant on your card issuer. This can normally take anywhere upto **10 WORKING DAYS** so please be patient. You will be notified via email when the refund has been processed by us.

All return postage is to be paid for by the buyer. In the interest of safety we recommend using a reputable courier with a signed for service and adequate insurance coverage to send your goods back to us. In the unlikely circumstance that on receipt of goods your item is faulty we may be liable to pay return postage. If this is the case please contact us quoting your order number at: customerservice@brother2brother.co.uk

Returns Slip

Item Specifics:

| Item Style Code: | Size | Reason for Refund/Exchange | Refund (Please Tick) | Exchange (Please Tick) | New size required (if Exchanging) |
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Personal Details:

| Order Number | Full Name | Address | Postcode |
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