

# RETURNS

If you'd like to return something you receive from us, you can send it back and we'll exchange it or refund you\*. All we ask is that you fill in one of these forms and put it in your parcel - you have 28 days to return any item, as long as it's unused and in its original packaging. We'll send you a replacement or refund as soon as we can. \* We may not refund returned products if not fully resalable.

## STEP 1: WHAT WOULD YOU LIKE TO RETURN

PRODUCT CODE	PRODUCT DESCRIPTION	SIZE	COLOUR	QUANTITY	REASON

## STEP 2: NEED A REPLACEMENT OR EXCHANGE

REPLACE/EXCHANGE	PRODUCT CODE	PRODUCT DESCRIPTION	SIZE	COLOUR	QUANTITY	PRICE

## STEP 3: PACKING IT UP

Pack everything up securely (don't forget to include this form) and post it back to us. Return address is below. There is no need to contact us to let us know about the return. Also please remember to ask for a proof of postage from the post office, as we cannot be held responsible for goods lost in transit to us without it.

## STEP 4: PERSONAL DETAILS

NAME	
ADDRESS	
POSTCODE	
ORDER NUMBER	

## STEP 5: RETURN ADDRESS

Please post all packages to the address as listed below:

Shepherds (Windermere) Ltd,

The Marina Centre,

Windermere Marina Village,

Bowness on Windermere

Cumbria

LA23 3JQ

We will contact you as soon as we receive your return parcel to discuss availability of alternative items.

**THANK YOU**