



## RETURNS FORM

### RETURNING/EXCHANGING YOUR ORDER

**Stage one** – Complete the form below and place in your parcel. If you don't know your order reference, please contact us.

**Stage two** – Package your item(s) together with the returns form in the bag which your order was delivered, if you have lost or damaged this bag you can use a similar mailing bag to ensure the product(s) are protected.

**Stage three** – Send us your return via Royal Mail to -  
 The Shoe Box Yarm  
 2 Danby Wynd  
 Yarm  
 TS15 9SF

**Stage four** – Please ensure you obtain and keep the proof of postage in a safe place until you have received your refund.

**Name**

**Order Reference**

**Address**

**Phone**

#	Item Description	Refund	Exchange	Exchange Description	Exchange Reserved	Exchange Despatched	Reason

A = Doesn't fit B = Doesn't Suit C = Ordered for choice D = Incorrect item E = Faulty

If the goods you have received are faulty this must be brought to our attention within 7 days.  
 Please contact us by telephone or email.

**THANK YOU FOR SHOPPING AT THE SHOE BOX YARM**

## **RETURNS TERMS AND CONDITIONS**

### **14 Day Refund Policy**

We can only refund or exchange items if they are returned to us in an 'as new' condition. Please ensure shoes are tried on indoors on carpeted surfaces. Worn shoes will not be refunded or exchanged.

### **Returns Packaging**

All items must be packaged correctly. Do not tape or write on the shoe boxes.

### **Exchanges**

- If you require an urgent exchange we suggest placing a new order online or over the phone and ticking the refund option for this order
- Exchanges are subject to stock status. It is possible to reserve an exchange please contact us if you wish to do this.
- If the value of the exchange is less than the value of your original order, the difference will be credited to your original method of payment.
- If the value of the exchange exceeds the value of your original order please contact us to arrange additional payment. If we do not receive the additional payment we will refund your order.

### **Time Frames**

Your return will be processed the same day as receipt where possible. Returns should usually arrive with us within 3-4 working days, if you request a refund please allow an additional 5 working days for the funds to show in your account.