

# Returns and Exchanges Form

Whilst we hope that you are delighted with your order, we understand that sometimes you will want to return some items. Please fill in the form below and return any goods to us in good condition, in the original packaging within 30 days of receipt when we will gladly exchange or refund the cost of the item(s). If you have requested a refund, or replacement of a lower value than the returned goods, a refund will be credited back to the card used to pay for the original order. We will let you know as soon as the refund has been processed. Delivery charges will not be refunded in the case of a return, unless the item was faulty. Items should be returned via a prepaid, insured, traceable method, marking your package clearly as Returned Goods to avoid delay at Customs. Please retain your shipping documentation so that we can complete your request in the event of the item being lost in transit. In the unlikely situation that a garment should prove to be faulty please return the items to us for a full refund or exchange.

**Return all items to : ISUS Ltd, Unit 6, Oddington Grange, Weston on the Green, Oxfordshire OX25 3QW, UK.**

PLEASE COMPLETE THE FOLLOWING SECTIONS

Your Name:  Home Address:   Postcode: Tel: Email:	Please complete this section if the delivery address is different from your normal account address: Name:  Delivery Address:   Postcode: Tel:
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**Order reference:** \_\_\_\_\_ (Required information, printed on your invoice and original order confirmation)

**Product/s to be returned:**

Code	Description	Colour/size	Quantity	Return reason	Unit cost	Total cost
Total for returned items						

Reason codes for return: 1. Too big 2. Too small 3. Poor fit 4. Not as expected 5. Long wait 6. Other

If you would like an exchange( for the same items or different items) please complete this section. Please note that carriage of £8.50 will be payable, unless your returned item was faulty.

Code	Description	Colour/size	Quantity	Unit cost	Total cost
Total for exchange items					
Plus p&p Europe					£8.50
free delivery for d'Overbroecks college					£0.00
Plus p&p UK					£3.50
Amount to be refunded by ISUS Ltd/Extra amount to be paid for exchange items (Delete as appropriate)					

