

twistedfabric

Returns Form

RETURNING BY POST:

You can return your item to twistedfabric via post within 14 days of receiving your order. To exchange or return your item please complete and include this form with your parcel. Please ensure returned items are unworn and in their original condition. For hygiene reasons, underwear cannot be returned. If you would like more information regarding returns please see our full Returns Policy at twistedfabric.co.uk or contact us at info@twistedfabric.co.uk.

RETURNING TO STORE:

Purchases can also be returned to our store within 14 days, for an exchange or store credit only. You do not need to complete this form but will need a copy of your Invoice as proof of purchase. Please note that refunds cannot be given in-store for unsuitable purchases made online.

Your Name	
Tele Number	
Email	
Order Reference Number	

Return Reason Codes:

- | | |
|-------------------------|--|
| 1 – Too small | 4 – Faulty/manufacturing defect |
| 2 – Too big | 5 – Arrived too late/delay in delivery |
| 3 – Not what I expected | 6 – Ordered more than one size |

Product Code	Colour	Size	Return Reason Code	Refund Required (Y/N)	Exchange Required (Y/N)	Exchange Requirements

Please return your parcel to:

twistedfabric
7 The Arcade
Hitchin
Herts
SG5 1ED

The parcel is your responsibility until it reaches us, so we recommend using a registered or recorded postal service. Returns requiring an item in exchange need to have a cheque/postal order to cover the re-delivery cost. Cheques should be made payable to 'Planet Clothing 93 Ltd'. If no cheque/postal order is included, the exchange delivery cost will be charged to your card/Paypal account. Please allow 5 working days for your return/exchange to be processed. If you have any further enquiries please do not hesitate to contact us on 01462 458940 or at info@twistedfabric.co.uk