

RETURNS FORM

Thank you for ordering from Original Penguin. We hope that you enjoy your order, if you wish to return an item(s) you can do so for free via Collect+ or Royal Mail within the UK. Goods must be returned within 28 days of receipt and be in their original condition with all tags attached. Please complete this form and include in your return package.

 Find instructions and your free returns label included in this package.

 Print a free returns label at www.royalmail.com/track-my-return/create/2434

CUSTOMER PO: W0_____

Find your Customer PO Order Number on either your order confirmation email or your packing slip. It will begin with W0 e.g. W02093212. By including the correct order number we can process your return more efficiently.

ITEM NUMBER	DESCRIPTION	SIZE	QTY	REASON	REASON FOR REFUND
					1. Looks different to image
					2. Ordered more than one size
					3. Arrived too late
					4. Faulty
					5. Doesn't fit well
					6. Doesn't suit me
					7. Incorrect item received
					8. Parcel damaged on arrival

Returns can take up to 7 days to reach us. We endeavour to process your return on the same day we receive them. However, the process may take up to 3 working days in busy periods. After your return has been processed you will receive an email confirming the refund. Refunds can take up to 5 days to be credited.

Original Penguin Returns: Crittall Road, Witham, Essex, CM8 3DJ, United Kingdom

Exchanges: We are currently not able to offer an exchange service. If you require a different colour or size please return the unwanted item and place a new order.

In Store & Retail Partners: We are currently not able to accept returns via any of our Original Penguin Stores, Original Penguin Outlet Stores or Retail Partner Stores.

Returns policy: www.originalpenguin.co.uk/delivery-returns/cs-returns-uk.html

Returns outside the UK: www.originalpenguin.co.uk/delivery-returns/cs-returns-uk.html



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