

BORDER FREE RETURNS FORM



borderfree

Thank you for ordering from Original Penguin. We have partnered with Border Free to provide an international shipping service that allows the customer to shop and pay securely with local payment and currency options. If you ordered from outside of the UK and wish to return an item(s) it will be processed by Border Free. Please contact our Customer Service team via email and they will happily initiate the return process for you. Look out for a returns email from Border Free once you've contacted our customer service team that will contain all the returns instructions you require. 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.



customercare@cs.originalpenguin.co.uk



+44 333 0144409

ORDER NUMBER: E4X _____

Find your Order Number on either your order confirmation email from Border Free or your packing slip. It will begin with E4X e.g. E4X100000000. By including the correct order number we can process your return more efficiently.

EMAIL ADDRESS: _____

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.

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