



FRED PERRY

Customer Copy

Delivery & Returns Note

Style	Description	Colour	Size	Qty	Price (£)	Reason Code	Comment

Reason Codes

We value your feedback - please use the following codes to tell us why you're returning your item(s).

- 71 - Too big
- 72 - Too small
- 73 - Too long
- 74 - Too short

- 75 - Poor quality
- 76 - Style doesn't suit
- 77 - Item arrived too late
- 78 - More than one size/colour ordered

- 79 - Incorrect item received
- 80 - Not as expected
- 81 - Not as described
- 00 - Item faulty

HOW TO RETURN AN ITEM

- Next to your item(s), please select a reason code from the list above.
- Return items **FREE** at a Collect+ drop point in one of over 5,500 local stores. Find your nearest store at www.collectplus.co.uk/fred-perry
- Enclose this form inside your parcel and attach the pre-printed label on the front, ensuring any original delivery labels are covered.
- Take your parcel to one of over 5,500 local stores offering the Collect+ service, where you will be given a receipt and tracking code to monitor your parcel online.
- Once we receive your parcel, it will be processed within 8 working days (during busy periods this can vary). Faulty items may take slightly longer to process, as they are passed to our Quality Control department for inspection.

RETURNS INFORMATION

- If you need to return an unused item you can do so within 28 days for a refund. We will refund the monetary value of the items returned to us, at the price you purchased them.
- If you are returning your online purchase to one of our UK shops, and are the purchaser, **please bring this form with you and proof of your identity, which must match the billing address above.** We will refund the cost of the item onto the card you made payment with. If you did not make the original purchase - for example, you received the item as a gift - you will only be able to exchange your online purchase. **Please bring this form with you and proof of your identity, which must match the delivery address.**
- If you have purchased an item online using PayPal you cannot return or exchange it in store.** Please return your item by Collect+
- For further information about returns, please visit our website www.fredperry.com/helpcentre

collect+		
14 MAID	Fred Perry Returns Department DHL Supply Chain Hermitage Lane Aylesford, Kent ME20 7PX	
	Give to Driver	