

Customer Copy	

## **Delivery & Returns Note**

79 - Incorrect item received

80 - Not as expected

81 - Not as described

82 - Item faulty

Style	Description	Colour	Size	Qty	Price (\$)	Reason Code	Comment

## HOW TO RETURN AN ITEM FOR FREE

We value your feedback - please use the following

codes to tell us why you're returning your item(s).

- 1. Next to your item(s), please select a reason code from the list above.
- 2. Visit www.fredperry.com/us/returns to create and print your free return label.
- 3. Once you receive your UPS returns label by email, print it off and attach it to your parcel, ensuring that all original delivery labels are covered to avoid confusion.

71 - Too big

72 - Too small

**73** - Too long

74 - Too short

- 4. Enclose this form inside your parcel.
- 5. Drop off your parcel at locations of The UPS Store®, any UPS Drop Box, any UPS Customer Centre, UPS Alliance Locations (Office Depot® and Staples®) or any UPS Authorised Shipping Outlet; or give your package to a UPS driver. Please note: if you wish to schedule a collection, then you will be required to pay any costs incurred.

75 - Poor quality

76 - Style doesn't suit

77 - Item arrived too late

78 - More than one size/colour ordered

- 6. Orders can take up to 7 working days to be delivered back to us, and will then be processed within 10-14 days. Faulty items may take slightly longer to process, as they are passed to our Quality Control department for inspection. Please note that due to COVID returns are put through an additional 72 hour quarantine period and so will take slightly longer to process your return.

  RETURNS INFORMATION
- 1. 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.
- 2. If you are returning your online purchase to one of our USA 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.
- 3. If you have purchased an item online using PayPal you cannot return or exchange it in store. Please return your item by UPS.
- 4. For further information about returns and exchanges, please visit www.fredperry.us/customercare/returns

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Reason Codes