



FRED PERRY

Customer Services: +44 (0)20 7632 5317

BILLING ADDRESS :

DELIVERY ADDRESS:

DELIVERY & RETURNS NOTE

ORDER NUMBER
ORDER DATE

STYLE NO.	DESCRIPTION	COLOUR	SIZE	QTY	PRICE (£)	REFUND/EXCHANGE		REASON CODE	COLOUR	SIZE
						R	E			

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
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HOW TO RETURN AN ITEM: Next to your item(s), please tick refund or exchange and select a reason code from the list above. **We are only able to exchange an item for the same style in a different colour/size.** If you believe you have received an incorrect item, please tick exchange if still required.

UK RETURNS

- Return items **FREE** at a Collect+ drop point in one of 4,500 local corner shops. Find your nearest store at 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 the 4,500 local corner shops offering the Collect+ service, where you will be given a receipt and tracking code to monitor your parcel online.
- Orders can take up to 5 days to be delivered back to us, and will 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.

INTERNATIONAL RETURNS (INCLUDING CHANNEL ISLANDS)

- Please return your items via the Post Office, not a courier service as your parcel could become stuck in customs and you will be responsible for any fees incurred.
- Enclose this form inside your parcel.
- For your protection we advise that you use a recorded delivery service and obtain a 'Proof of Posting Certificate'. We cannot accept liability for goods that get lost or damaged in transit back to us.
- Return your item(s) to: Fred Perry Returns Department, DHL Supply Chain, Hermitage Lane, Aylesford, Kent, ME20 7PX, UK
- Once your parcel is delivered back to us, it will 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.

RETURNS/EXCHANGE INFORMATION

- If you need to return an unused item you can do so within 28 days for an exchange or refund as required. 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.**
- For further information about returns and exchanges, please visit our website or call Customer Services on +44 (0)20 7632 5325.