

STEP 1:

Name

Order Number

Tel

You can find your order number and other information needed to fill in this form on the confirmation email sent when you placed your order. If you have any problems please call 01420 89946

Address

Postcode

Hints to speed up Your Return

- Please fill this form out in BLOCK CAPITALS, complete Step 1 and Step 2 fully as these are required to complete the return procedure, please also fill in Step 3 if you require an exchange.
- If you need to explain in detail why you are returning a product please attach a letter to this form with your reasons.
- Please ensure that all returned items are sent to us complete, including the original box, packaging and accessories.
- If you have any questions please call customer services on 01420 89946 (Lines are open 9am to 5pm Mon-Fri).
- Please ask the Post Office for a proof of postage when sending products back to us in case the parcel is lost in the post.

STEP 2:

Item Returned	Colour	Size	Please (Tick Box)		Reason for Return (Tick Box)							
			Refund	Exchange (go to step 3)	Too Large	Too Small	Not Suitable	Wrong item	Wrong Size	Wrong Colour	Faulty*	

* If the item(s) are faulty please describe:

STEP 3:

Exchange Item	Colour	Size



Please place this returns form inside the box.
DO NOT glue or tape the returns form to the box.

STEP 4:

After wrapping the parcel securely, please address to:

Merino Kids Returns
Neatham Manor
Neatham, Alton
Hampshire GU 34 4NP

Then take the parcel to your local Post Office for despatch. Please request a proof of postage so you can prove the goods have been sent should any problems arise.

TERMS & CONDITIONS

You may return goods (in their original condition) within 14 days of receipt. You must arrange your own postage. If deemed faulty, a full refund or exchange will be given. This is not limited to 14 days if the product is faulty, please contact customer service for more information. Please phone customer service on 0142089946 or visit www.merinkids.co.uk/returns for full terms and conditions.