

# Returns Note

First name:

Last name:

Order Number:

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Thank you for shopping with Penelope Chilvers. We hope you are delighted with your purchase.

If you wish to exchange or return an item, please follow these steps for complimentary returns:

- Complete the **RETURNS NOTE** below, indicate the reason for the exchange/return by entering a reason code. Put the returns note in the box with your item(s).
- Login onto: [www.royalmail.com/track-my-return](http://www.royalmail.com/track-my-return).
- Type "Penelope Chilvers" in the search box.
- Fill in your details. You will then receive your free returns label from Royal Mail via email.
- Print the label, affix to your parcel, and take it to your local Post Office. **If you do not have a printer**, create your label, and follow the instructions on the Royal Mail website to check your local Post Office can print it for you.
- All goods should be returned to **Penelope Chilvers C/O ILG, Unit 25, Hills Road, Birches Industrial Estate, East Grinstead, RH19 1XZ**

## Conditions of return

- If something is not quite right with your purchase, you can return it to us within 21 days of receipt. Sale items must be returned within 14 days of receipt.
- Purchases must be returned in their original packaging and in an unworn condition. We cannot accept any used/worn items, and any such items will be returned to you.
- All refunds will be credited to the original payment method.
- We offer complimentary shipping for exchanges.

## Reason Codes

1. Foot too long | 2. Foot too short | 3. Foot too narrow | 4. Foot too wide | 5. Leg too narrow |  
6. Leg too wide | 7. Other fit issue (please specify) | 8. Faulty/Damaged/Poor quality |  
9. Ordered multiple sizes | 10. Doesn't suit me | 11. Other (please specify) |  
12. No paperwork received | 13. Looks different to online image | 14. Incorrect item received

Additional comments:

Qty	Product & colour	Size	Refund/Exchange size	Reason code