

FIRST NAME:

LAST NAME:

RECEIPT NO:

RECEIPT DATE:

Thank you for your order with Penelope Chilvers, we hope that you will be delighted with your purchase. However should you wish to exchange or return an item please complete this RETURNS NOTE and include with your return. All purchases must be returned in a new unworn condition with all packaging and tags where applicable attached. We cannot accept any used items and any such items will be returned to the purchaser. Please follow the below simple steps for your return:

1. Fill in the below with the reason code for refund/exchange.
2. Should you wish to exchange your item please indicate the size you would like to exchange it for.
3. Finally package the order ensuring you include the returns note and send to Penelope Chilvers.

All goods are to be returned to:

**Penelope Chilvers c/o ILG
Unit 25
Hills Road
Birches Industrial Estate East Grinstead
RH19 1XZ**

REASON CODES

1. Too big
2. Too small
3. Poor fit
4. Doesn't suit me
5. Quality/faulty issue
6. Fabric/material
7. Ordered multiple sizes
8. Uncomfortable
9. Unsuitable
10. Incorrect item received
11. Looks different to online image
12. Arrived too late
13. Other (please write)

If you are located within the UK please go to the official Royal Mail website (www.royalmail.com/track-my-return), select 'PC for Duke St one' from the retailer list and complete as per the instructions stated.

If you are outside the EU the package must ensure the enclosed BRITISH RETURNED GOODS note is clearly visible on the return package and sent via signature on receipt delivery service.

All full price returns must be received within 28 days of receipt and all markdown returns must be received within 14 days of receipt. Returns received after the time frame will only be accepted at the discretion of the Penelope Chilvers customer services team. All refunds will be credited to the account from which the original purchase was made, less any taxes or import duties incurred in delivery. We are unable to refund any delivery charges incurred outside of the UK.

PRODUCT	COLOUR	SIZE	QTY	REFUND	EXCHANGE SIZE	REASON CODE
---------	--------	------	-----	--------	------------------	----------------