

HOW TO RETURN/EXCHANGE ITEMS

- Print and complete the form below and tick to indicate if you require an exchange or refund.
- Provide details of the items you wish to exchange in the "exchange for these" section.
- Securely pack the items you are returning and enclose this completed form in your package.
- Label the package with the FREE returns address (shown to the right) and take it to your Post Office. A receipt will be given to you by the Post Office.

RETURNS ADDRESS
 BUSINESS REPLY RSLU-SKSU-GUGK
 DELF COLDWEAR SOLUTIONS
 DELF HOUSE
 POOL CLOSE
 WEST MOLESEY
 KT8 2HW

ORDER No:

PRODUCT CODE	DESCRIPTION	SIZE	REASON FOR RETURN	REFUND	EXCHANGE

If returned because items are faulty, please provide details:

EXCHANGE FOR THESE

CODE	DESCRIPTION	QTY	SIZE

Please Note

- Goods must be returned unworn and in their original packaging within 10 days
- We can only exchange for items of the same or less value
- If stock is not available we will refund the product and advise by email
- Exchanged orders will usually be despatched within a couple of days of being processed
- All refunds will be made as per the original method of payment and are usually processed within a couple of days of receiving the item back. Please allow a further 10 days for the item to reflect on your account.
- Free exchange orders can be sent to the United Kingdom only.
- You can view our full policies at www.delf.co.uk

PLEASE CALL 020 8941 2802 OR EMAIL info@delf.co.uk IF YOU NEED HELP
 Customer service team available 9 to 5:30 Monday to Friday