



RETURNS FORM

Customer Details

Name:

Invoice Number:

Address:

Postcode:

Country:

Email:

Tel:

Instructions

Please use BLOCK CAPITALS when completing this form

Please ensure all returned items are sent complete with the original packaging, tags and **this form**.

The **invoice number** can be found on your invoice

Once you have the item packed and ready to be sent, we recommend you use a postal service that insures you for the value of the goods being returned. The goods are **your responsibility** until they are safely received.

Please send your returned goods to:

Returns
Mercy Delta
Suite 8A Wakes Hall Business Centre
Colchester Road
Wakes Colne
CO6 2DY

Please ask the Post Office for Proof of Posting when returning foods by Royal Mail.

If you are having difficulties filling in this form, please email us at info@mercydelta.com

Please list the item(s) you are returning

Item name	Colour	Please Tick Applicable		Reason for return (Tick Box)			
		Refund	Exchange	Incorrect Colour	Incorrect Item	Incorrect Style	Faulty

Notes:

Please include any additional information in the Notes box to help us process your request faster and more efficiently.

You can return your item(s) within 14 days of receipt for a refund or exchange of a different size or colour. Items purchased in our *Sale can be still returned however they will need to be returned within the Distance Regulations Selling Policy (7 Days). *Archive Sale items are non-refundable, in this instance an exchange or credit note will be given. Goods will be inspected on return so all items must be in their original condition including all packaging and tags. Please note, we will not refund any items which are scented with perfume or deodorant. It can take up to 7 days for us to receive your returned order (depending on the postal service used). The goods are your responsibility until they are safely received. We advise using a postal service that insures you for the value of the goods being returned. Once we receive the item(s), we aim to process all returns within 24 hours however please allow for delays in sale periods. So you are kept informed, we will send you an email confirming your returned item(s) have been received and the actions we have taken (i.e. Refund/exchange). Any refund issued will automatically be credited back to the card used to make the original purchase. If we are unable to exchange an item due to stock levels, we will refund the amount back to your credit card and inform you by e-mail.

International Returns: If you wish to return an item but are outside of the United Kingdom, please state that the item is a **return** on the commercial invoices otherwise charges will be incurred. If your country does not require you to include commercial invoices, please make it clear the item is a **return** on the address label.