



Customer Details

Invoice No:

Name:

Address:

Postcode:

Country:

Instructions
Please use BLOCK CAPITALS when completing this form.

Please ensure all items are sent in original packaging, with tags and **include this form.**

We recommend you use a postal service that insures you for the value of the goods being returned and that you get proof of postage; items are your responsibility until safely received.

Please send goods to:

Returns
Mercy Delta
Suite 6, The Old Joinery
Maldon Road, Birch
Colchester
CO2 0LT

Email:

Tel:

Details of the item(s) you are returning

Item Name	Colour	Please tick		Reason for Return (see key below)				
		Refund	Exchange	1	2	3	4	5

Return key: (1) Doesn't fit (2) Faulty (3) Looks different from online (4) Unwanted (5) Other

We offer a 14 day returns policy for all full priced products and 7 days for sale goods.

- Unless faulty, items must be in perfect condition, unworn, with tags still attached and in their original packaging. Please note, we can not refund any items that are scented with perfume or show any signs of wear.
- 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 48 hours however please allow for delays.
- We will send you an email once we have received your returned item(s) and the actions we have taken (i.e. refund/exchange). Refunds will automatically be credited back to the card used to make the original purchase. If we are unable to exchange an item, we will refund the amount back to your credit card.
- **International returns.** If you are outside of the UK, please state that the item is a return on the commercial invoice, otherwise charges may be incurred. If your country does not require you to include commercial invoices, please make it clear that the item is a return on the address label.