



RETURNS SLIP

HERE'S HOW YOU CAN RETURN YOUR ITEM(S):

- We hope you are happy with your purchase, however in the event that you need to return one or more of your items, please submit a return request via our online Returns Portal. If you wish to make a return, a request must be submitted within 7 days of receiving your order to be eligible for a refund.
• Once your request has been accepted, you will receive email confirmation of the return address and will need to package up the item(s) you wish to return and ship them back to us via your chosen courier service. Please include this completed returns slip in your package to help us identify your order quicker. Please note, once you have received confirmation that your return has been accepted, you have a further 7 days to ship the item(s) back to us to be eligible for a refund.
• Any items you wish to return must be in original packaging and in 'as new/unworn' condition. All tags must not have been removed and must be intact. We reserve the right to deny any refunds if the item(s) show signs of use and/or are damaged in any way, including smoke smell, pet hair etc.
• Unfortunately we're unable to cover the cost of returns at this time. Any items you wish to return are your responsibility until they reach our site and we would suggest using a delivery service that insures you for the value of the item(s) and obtaining proof of postage.
• Once we have received your items, we will issue your full refund (minus delivery costs) as soon as possible. Refunds can take up to 10 working days to appear in your account.

Name: _____

Order Number: _____

Contact Email: _____

Return Created Date: _____

Table with 4 columns: ITEM, COLOUR, SIZE, REASON CODE. It contains four empty rows for data entry.

Reason code – [1] Too Big, [2] Too Small, [3] Faulty, [4] Incorrect, [5] Don't Like It

Please refer to the returns policy on our website for full terms and conditions.

For further information or help, please do not hesitate to contact us at sales@threadsonline.co.uk