

SURNAME			
ORDER NO.		DATE	

PRODUCT CODE	PRODUCT NAME	QTY	RETURN CODE

REASON FOR RETURN (RETURN CODE)					
A	Item too big	B	Item too small	C	Item is faulty
D	Do not like style	E	Received wrong item	F	Received wrong size
G	Not as advertised	H	Ordered multiple sizes	I	Arrived too late

OTHER COMMENTS:

PLEASE FILL THE FORM

Complete this form and return it with your items to the address written below:
Returns Department, Harvie and Hudson LTD, 96/97 Jermyn Street, St. James, London, SW1Y 6JE

REFUND POLICY

We accept returned goods of items bought from our website (except undergarments which we cannot refund) that have not been altered, washed or worn as long as they are within 30 days of original order receipt. When returning an item, please ensure it is packaged securely in its original condition including its original packaging and enclosing the original Dispatch Note.

RETURNS POSTAGE

You should note that regrettfully, we do not pay the cost of return postage. We recommend you use the Royal Mail Compensation Fee Parcel Post, or your country’s equivalent if from abroad, and obtain a certificate of posting for your records. Email support@harvieandhudson.com for exchange options.

EMAIL UPDATES

When your order arrives to our returns department we will inform you via email. When your refund is processed we will send you a confirmation and keep you updated every step of the way.

DISCLAIMER

As detailed in The Consumer Contracts Regulations, regulation 34, section 9 and 10, if the goods are returned in a diminished condition, we are entitled to seek reimbursement for mishandling of the goods. A £10 representation fee per item returned under this condition will be deducted from your refund if the goods are not in a reasonable unused condition with original packaging suitable for reselling.