**Customer Product Returns Form**

Thank you for your order with Honey Brothers

Need to return an item? It’s easy, but you must include this returns form with your item.

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| Customer Name / Address:  ………………………………………………………………..  ………………………………………………………………..  ………………………………………………………………..  ………………………………………………………………..  Tel: ..................................................................................  Email: ……………………………………………………….. | Order information:  Order Number: (SO / HB)………………………………………….  Invoice Number: (PSI)…………………………………………….. |

**Please give your reason(s) for returning each item using the Key Below.**

**CO:** Cancel Order **DM:** Damaged Item **FP:** Faulty Product **IE:** Item Exchange **IO:** Incorrectly Ordered

**NF:** Item does not fit **PD:** Product does not match description **PQ:** Poor Quality **UW:** Unwanted Product **WI:** Wrong item received **OT:** Other, please supply details

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| --- | --- | --- | --- | --- | --- |
| **QTY** | **Product Code** | **Description** | **Reason Code** | **Refund** | **Exchange** |
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As long as your item is unworn, unused and is still in a saleable condition, we will happily exchange or refund your item if returned to us within 30 days of the date of receipt. All items will be thoroughly inspected on return and we will aim to dispatch your exchanged item and/or issue your refund within 3-5 business days after receiving your item. Please note, you will be responsible for paying postage costs associated with your return. If your return is due to a faulty product or receiving a wrong item, please contact us to arrange for a return. When returning boots, they will need to be returned to Honey Brothers clean and dry otherwise we cannot accept them.

**Return Address:** Returns Department:

Honey Brothers, iGuzzini, Astolat Business Park, Astolat Way, Guildford, Off Old Portsmouth Road GU3 1NE

**Please note we do not offer a free exchange service outside of the UK. All items will be refunded and will be available for reorder.**

Any queries please contact the Returns Team on

01483 561362 or sales@honeybros.com

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