

## STEP 1:

Name	
Order No	Tel
Address	
Postcode	

You can find your order number and other information needed to fill in this form on the confirmation email sent when you placed your order. If you have any problems please call 0844 844 0809

### Hints To Speed Up Your Return

- Please fill this form out in BLOCK CAPITALS, complete **Step 1** and **Step 2** fully as these are **required** to complete the return procedure. Please also fill in **Step 3** if you require an exchange.
- If you need to explain in detail why you are returning a product please attach a letter to this form with your reasons.
- Please ensure that all returned items are sent to us complete, including the original box, packaging and accessories.
- If you have any questions please call Customer Services on: 0844 844 0809 (Lines are open 9am to 5pm, Mon - Fri).
- Please ask at the Post Office for proof of postage when sending products back to us in case the parcel is lost in the post.

## STEP 2: WHICH ITEM(S) ARE YOU RETURNING AND WHY?

Item Returned	Colour	Size	Please (Tick Box)		Reason for Return (Tick Box)							
			Refund	Exchange (Go to Step 3)	Larger Than Expected	Smaller Than Expected	Not Suitable	Wrong Item Sent	Wrong Size Sent	Wrong Colour Sent	Faulty*	

\* If the item(s) are faulty please describe:

## STEP 3: COMPLETE IF YOU REQUIRE AN EXCHANGE

Exchange Item	Colour	Size	Do you require Returns Paid (Tick Box)	
			Yes	No

## STEP 4: See Over

### Terms & Conditions

- This returns label is only free if you took out the Returns Paid option on purchase.
- This returns label is only valid for the order it was originally sent with. It is non-transferable.
- If you didn't take out the Returns Paid option you will be charged for the use of the label. (See website for current rates)
- Any unworn products can be returned within 14 days of receipt.
- If you have requested an exchange and have ordered using a credit/debit card your original order will be refunded and a new order placed.

For full terms and conditions visit: [www.shoe-shop.com/returns](http://www.shoe-shop.com/returns)



PACKETPOST RETURNS  
CONTRACT No.  
**100684X0**  
Postage to be paid at destination under terms of contract

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SHOE-SHOP.COM LTD  
RETURNS DEPARTMENT  
NORTHMINSTER BUSINESS PARK  
YORK  
YO26 6QU

**YOU MAY BE CHARGED FOR USE OF THIS LABEL**

See Terms and Conditions opposite for details.

Name

Order Number

Post Code

You may return unworn goods within 14 days of receipt. At point of purchase a returns paid service is available to UK mainland customers only. If the returns paid option is not selected you can arrange your own postage, or return the item(s) using the returns label provided. You will be charged for using the prepaid label (see website for current rates). All goods returned as faulty will be inspected for manufacturing defect. If deemed faulty a full refund or exchange will be given which is not limited to 14 days. Please contact the helpdesk for more information.