

ONLINE ORDER RETURNS FORM

Name

Phone No.

Order ID #

PLEASE NOTE: we do not offer exchanges for online orders. If you require alternative goods, please order these separately through our website. For hygiene reasons we cannot accept open packs of socks or tights for return.



www.simmonds-ltd.com

SKU CODE	ITEM DESCRIPTION	SIZE(S)	QTY	REASON CODE

RETURNS ADDRESS

Returns Dept.
 S Simmonds & Son Ltd
 3-5 Eldon Way
 Paddock Wood
 Tonbridge
 Kent
 TN12 6BE

How to return your online order:

- 1) Clearly fill in this returns form including your name, phone number and online order ID number. Also fill in the above table with details of the item(s) you are returning and the reason for the return (see 'REASON CODES').
- 2) Enclose the goods in a secure postage bag/box with the returns form in the parcel. Please ensure goods are in their original condition including all tags and packaging. Items with personalised embroidery or with name labels attached are not eligible for a refund.
- 3) Post the parcel back to the returns address provided. We recommend using a recorded delivery service and attaining proof of postage to insure your parcel against loss. Postage is to be paid by the sender. Simmonds does not accept any responsibility for returns that are lost or damaged in the post.

REASON CODES	
1	Too big
2	Too small
3	Incorrect goods sent
4	Incorrect goods ordered
5	Faulty Goods
6	Damaged on arrival
7	Other (please specify)

Please note that we can only provide a refund if garments are returned unworn and in their original condition. Please allow 7-10 working days for refunds to be processed.

customerservice@simmonds-ltd.com
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