



RETURNS FORM

ORDER NO	
DATE	

Thank you for your order, we hope you are happy with your purchase. Should you need to return an item, please follow these steps:-

1. Complete this form with detail of your order. Choose a return code description and tick if you would like a refund or exchange.
2. Securely package and return to the address below. 3. Please enclose your original receipt.

FOR FAULTY ITEMS PLEASE CONTACT CUSTOMER SERVICES BEFORE FILLING IN THIS FORM

RETURN CODES	A. Too Small B. Too Large C. Don't like the fit D. Possibly Faulty E. Don't like it
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PRODUCT/FAULT DESCRIPTION	RETURNS CODE	EXCHANGE	REFUND

Please specify below the size/colour if you require an exchange

EXCHANGE DETAIL	
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RETURNING GOOD FOR EXCHANGE OR REFUND:

Please return your order to us within 14 days from receipt of order, complete with this form and original receipt. Returned goods must be unused, in a sale-able condition and in their original packaging with all labels still attached to the garments. If the labels are removed it will be assumed that you have entered into a contract with us and these goods cannot be returned for an exchange or a refund. Once we have received the goods back and after inspection we will arrange to either credit you or replace the good with a different size or colour which ever you prefer. Certain products may need to be returned to our suppliers for inspection before a refund can be issued. If you are returning something because it does not fit or it is not suitable you will need to pay the postage cost to return it to us. All items are inspected thoroughly before dispatch by our manufacturers, our suppliers and ourselves. For your own protection you are advised to return the goods to us by an insured signed-for service (e.g. Royal Mail Recorded Delivery or Special Delivery). This not only provides proof of posting within the appointed time but will provide redress in case the package goes astray (it is the customer's responsibility to make any claim against the carrier under these circumstances) We are happy to provide copy invoices on request. Faulty goods must be returned in a clean condition and goods returned to us in a dirty condition will be returned. We reserve the right to charge for a 2nd collection if the 1st one is unsuccessful or we have had to return the items back due to them arriving unsatisfactory condition.

**In case of a query please contact
Customer Services
Tel: 08456 436 544
Email: sales@countryfirstdirect.co.uk**

Please return goods to:-

**Country First Direct
Bigby Road
Brigg
North Lincolnshire
DN20 8RA**

Office use only:	
Date received:	
Initials:	