

WESTWARD BOUND RETURNS FORM

Address: Returns Dept, Westward Bound, 2 Tavistock Place, Plymouth PL4 8AU, UK

Any questions? Email us at helpline@westwardbound.com

Exchanges or refunds on returned goods will only be accepted if they are carefully repacked before being returned and are still in a new condition - not creased, odorous or worn. Goods must be returned in original condition and packaging. All returns must be notified in writing to helpline@westwardbound.com within 14 days of receipt. Goods will not be accepted if returned later than 28 days after initial receipt. Postage will not be refunded unless there is a proven fault in manufacturing. All items are thoroughly checked prior to dispatch. We cannot take responsibility for loss in transit and advise you to send your parcel registered to insure against postal loss. All returns are made in line with Terms and Conditions shown on our website.

Overseas Returns: The following information must be clearly written on the customs form:

'RETURNED GOODS (CLOTHING). NO COMMERCIAL VALUE'. otherwise customs duty will become due by default and confuse an otherwise simple process. We will refuse any parcels that have this charge added and the parcel will be returned to you.

ORDER NUMBER (See Invoice)	NAME:
ADDRESS:	
E-MAIL ADDRESS:	

ITEM (S) RETURNED (Please include Code, Size, Colour and Trim if applicable)

REASON (S) FOR RETURN (Please state)

ARRIVED LATE	SUBSTITUTE NOT REQUIRED	DID NOT FIT – TOO LONG
WRONG ITEM DELIVERED	FAULTY	DID NOT FIT – TOO SHORT
RECEIVED DAMAGED	NOT AS EXPECTED	DID NOT FIT – TOO LOOSE/BIG
ORDER DIFFERENT SIZE	OTHER	DID NOT FIT - TOO TIGHT/SMALL

WHAT WOULD YOU LIKE US TO DO? (Please tick)

EXCHANGE (Postage and Packing is payable on all exchange orders)	CREDIT NOTE	REFUND
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EXCHANGE ITEM (S) REQUIRED (Please include Code, Size, Colour and Trim if applicable)

POSTAGE AND PACKING PAYMENT REQUIRED BEFORE EXCHANGE CAN BE PROCESSED

A Paypal money request will be sent to your Paypal email address.

Email:-.....

TELL US HOW YOU WOULD LIKE US TO SEND YOUR REPLACEMENT ITEMS (S) (Please tick)

(Please allow 20 working days for dispatch of new items)

UK EXPRESS £9.50	EU £15 or £18 options*	REST OF WORLD £25 or £50 options*
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*See Delivery and Returns section on www.westwardbound.com for full details on different postage options.