



**RETURNS POLICY**

Pure Clothing will refund or exchange any item with which you are not completely happy when you return it to us in saleable condition within 14 days of receipt. Refunds will be credited to your original method of payment. Please note that returned items must not have been worn, stretched, washed, ironed, dried, dry-cleaned, marked, soiled or damaged in any way.

If your order was despatched using our Signed For/Insured Delivery service, we will replace or refund any item that has been damaged in transit including the cost of sending it back to us. Items damaged during standard delivery cannot be refunded or replaced.

Pure Clothing can only refund any return postage charges if your item is defective or if you were sent the wrong item,

**HOW TO EXCHANGE AND RETURN PRODUCTS**

1. Complete this form, and enclose it with the items being returned.
2. If possible, enclose your invoice/picking note, retaining a copy for your records.
3. Safely package your items in an envelope or box.
4. Address the package to: Pure Clothing, PO Box 726, Telford, TF7 9BX, United Kingdom.
5. Pure Clothing will either refund you or send out a replacement as soon as we receive your returned goods.

Your Name: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ E-mail: \_\_\_\_\_

Order Number: \_\_\_\_\_ (this should be on your invoice, picking note or confirmation e-mail)

**RETURN REASON CODES** (use appropriate code in form below)

SIZE TOO LARGE		SIZE TOO SMALL		SATISFACTION ISSUES		ORDER/QUALITY ISSUES	
1. Neck	5. Sleeve	9. Neck	13. Sleeve	17. Changed Mind	21. Dislike Fabric	25. Wrong Item Sent	29. Defective Stitching
2. Chest	6. Length	10. Chest	14. Length	18. Not as Expected	22. Dislike Colour	26. Damaged in Transit	30. Defective Seams
3. Waist	7. Width	11. Waist	15. Width	19. Trying Different Sizes	23. Dislike Styling	27. Sent to Wrong Address	31. Defective Fabric
4. Hips	8. Overall	12. Hips	16. Overall	20. Exchange of Gift	24. Dislike Quality	28. Defective Sizing	32. Other

PRODUCT RETURN	STYLE (e.g. Pure Top)	SIZE	COLOUR	RETURN REASON CODE	PRODUCT EXCHANGE	STYLE (e.g. Pure Top)	SIZE	COLOUR
Item Returned					Exchange For			
Item Returned					Exchange For			
Item Returned					Exchange For			
Item Returned					Exchange For			
Item Returned					Exchange For			
Item Returned					Exchange For			
Item Returned					Exchange For			
Item Returned					Exchange For			

**COMMENTS:** \_\_\_\_\_

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