



CUSTOMER RETURNS AND REORDER FORM

WEB ORDERS

POINTS TO REMEMBER WHEN RETURNING A SHIRT TO US.

- Our guarantee is unconditional provided you return your goods within 28 days of purchase.
- Please fill in this returns form and include it with the goods, then please send the package back to the address listed below.
- We cannot be held responsible for goods lost in transit unless you are able to present your Certificate of Posting.
- Please allow 7 working days for us to process your return.
- Please try your shirts on for comfort and fit before washing.
- However, we will only credit garments that are returned in the same condition they are despatched.
- If your exchange is urgent, why not send the original back for a refund and order your replacement online or by phone or fax?
- Although we cannot refund the cost of postage and packing, replacement items will be sent to you free of postage and packing charges.
- If you wish to order a replacement shirt, please use the re-order form below.

RETURN FORM Please fill in this form if you would like to return any items(s).

Qty	Reference	Collar/Size	Reason for return (see list below)	Price	Exchange (Y/N)?	Refund (Y/N)?

- 1** Dislike fabric **2** Dislike colour **3** Collar too small **4** Collar too large **5** Cut too full **6** Cut too tight
7 Sleeves too short **8** Sleeves too long **9** Incorrect item sent **10** Faulty product (state location of fault) **11** Dislike style (state why)

If there is another reason or you would like to expand further, make a comment or suggestion, please write below.

EXCHANGE OR REORDER FORM

Qty	Reference	Mens Collar/Size	Description	Total
Total				

I enclose a cheque payable to Rael Brook (Group) Ltd
 Charge my VISA / MASTER CARD / AMEX / DINERS / DELTA / MAESTRO

Card Number Maestro only Issue no

Expires __/__/__ Signature _____ Date __/__/__

CW 2 code
(last three digits
of code on
signature strip)

Please enter an email address where we can contact you _____ PLEASE USE CAPITALS