

Name:

Order Number:



Email:

Date:

If you are not happy with your order for any reason, we'll be happy to take the goods back as long as they are unworn and they still have the labels attached within **14 days** of receiving your order. Please complete and enclose this form with your returned goods.

| ITEM NUMBER | DESCRIPTION | SIZE | QTY | REFUND<br>(Tick) | EXCHANGE<br>(Tick) | REASON FOR RETURN | EXCHANGE<br>(Please use comments box for alternative item) | NEW SIZE | NEW COLOUR |
|-------------|-------------|------|-----|------------------|--------------------|-------------------|--|----------|------------|
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- RETURNS KEY**
- 1 - Doesn't fit properly
  - 2 - Doesn't suit me
  - 3 - Changed mind
  - 4 - Incorrect item received (please explain)
  - 5 - Looks different to image on site
  - 6 - Quality issue/Faulted (please explain)
  - 7 - Other (please explain)

We offer a subsidised UK returns service via Royal Mail.

You can drop your return into one of over 11,500 post office counters in the United Kingdom, open from early until late, 7 days a week.

If you are a UK customer, you can visit <https://www.royalmail.com/track-my-return/pick-a-retailer> and print off a subsidised returns label.

Please Note, we will deduct the sum of £3.00 from your refund to cover the cost of the Subsidised Postage Costs

If you require any further help regarding returns, please visit us on <http://hardedgeonline.co.uk/returns-exchanges/>

**Comments:**

**IMPORTANT NOTES**

Please ensure all returned goods are well packaged, to avoid any damage during transit.

Please ensure all footwear boxes are covered by a protective outer layer - **do not** apply any stickers or shipping information directly to any footwear boxes.

Please ensure all return packages are sent with a trackable, insured service, as we cannot take responsibility for items damaged or lost in the return transit.

Please remember to keep your proof of postage until you receive confirmation from END.

Returns are normally processed within 2-3 working days of us receiving your return.

**Send returns to:**

HardedgeOnline Returns Dept  
75a High Street  
Maidenhead, Berkshire  
SL6 1JX  
United Kingdom

**Problem?**

**Call:** +44 01628 776025

**Email:** [info@hardedgeonline.co.uk](mailto:info@hardedgeonline.co.uk)