

# returns form.



Please tell us if you would like a Refund or Exchange by filling out the mandatory information below.



Pack your return parcel well with appropriate packaging material - you can even use the original packaging.



Don't forget to include this form with your return parcel.

Order No: ..... Order Date: .....

First Name: ..... Surname: .....

Address: ..... City: .....

County: ..... Postcode: .....

Email Address: ..... Tel No: .....

QTY	PRODUCT CODE	DESCRIPTION	REFUND OR EXCHANGE	REASON CODE	REASON FOR EXCHANGE OR REFUND CODE
					A. WRONG ITEM RECEIVED
					B. TOO SMALL
					C. TOO BIG
					D. DID NOT MATCH DESCRIPTION
					E. COLOUR INCORRECT
					F. DUPLICATE ORDER
					G. FAULTY/DAMAGED ITEM
					H. OTHER (PLEASE SPECIFY)

Comments: .....

.....

**Please see returns policy for more information.**

Please Note: Failure to provide the required information may cause delays in processing your return. This returns policy does not affect your statutory rights. Please ensure you return the goods in their original condition within 14 days of them arriving with you. The returned goods are your responsibility until they are delivered to our returns department.

# returns policy.

## Chocolate Clothing Returns Policy

If you are not completely satisfied with your purchase, simply return the item(s) to us in their original condition\* within 14 days of receipt. We will issue a refund upon receipt and examination. Items should wherever possible be returned in their original (or similarly robust) packaging with a completed Returns Form.

If you require a different item you will need to place a new order online and return the original item for a refund. If you require a different size or colour of the same item, please return the item including a completed Returns Form requesting the different size/colour and we'll do our best to get one out to you upon receipt. If the new size/colour is unavailable we will refund your order and email to inform you. Return postage charges are non-refundable unless your order was faulty or incorrect.

**Please return items to: Chocolate Clothing, 50 Drury Lane,  
Solihull, B91 3BH**

**International returns please note:** If you are returning anything to us from outside the EU you must complete a customs declaration correctly indicating that the package contains "returned goods" or similar. If your parcel is stopped in UK customs and a charge levied, we will refuse payment and the package will be returned to you. Under no circumstances will we pay customs duty in order to receive back our clothes.

## Faulty or incorrect items sent from outside the U.K

If you think the item you received is faulty or incorrect, please contact our customer service team by email at [info@chocolateclothing.co.uk](mailto:info@chocolateclothing.co.uk) or by phone on 0121 709 5044 to book in the faulty/incorrect return. We will then advise and assist you with the return. Please include as many details as possible about the fault.

Please allow 7-10 working days from receipt of a return for us to process a refund or exchange. Once a refund is processed you will receive a confirmation email (the email will be sent to the same email address as your order confirmation). After receiving the confirmation email, please allow a further 5-10 working days for the refund to clear into your account. This time frame is dictated by your bank or card issuer and is outside of our control. Your refund will be credited to the same card or payment method with which you made your original purchase. If for any reason this is not possible, (e.g. the card has expired) we will contact you to discuss alternatives.

## Faulty or incorrect items sent from within the U.K

If the item you received is faulty or not what you originally ordered, please complete your return form and return to the address above. Due to technical processes used, it is imperative that each individual garment's washing instructions are adhered to exactly as stated on the care label. Each garment is wash-tested thoroughly and quality-checked on each production batch prior to leaving the supplier. We cannot accept returns that have been soiled, torn or damaged due to incorrect washing or use.

## Return to branch

You may return items purchased online to our store in Solihull within 14 days of receipt for an exchange or store credit\*\*, items you wish refunded must be returned to us by post to the above address. If you wish to exchange in branch, you must present your dispatch note or a print-out of your invoice.

## Part of order is missing

Regrettably mistakes can happen. If you have received your order and an item is missing, please first check your dispatch note for any indication that the item is being dispatched separately. If the item is not included on the dispatch note, it will be arriving separately. If the item is listed but not present, please email [info@chocolateclothing.co.uk](mailto:info@chocolateclothing.co.uk) quoting your order number and stating the missing item and we will investigate the matter further.

## Return postage - UK

The cost of returning an item to us is free. Please complete the returns form and apply the return label enclosed and send returning items in a safe and securely packaged box or bag at your local post office, with the completed return form and original sales receipt. Please note the product is your responsibility until it is received and signed for by us and we cannot refund return items lost in transit.

## Return postage - International

If you are returning an item, then the cost for the return postage is down to you. Please complete the returns form and apply the return label enclosed and send returning items in a safe and securely packaged box or bag via courier, with the completed return form and original sales receipt. Please note the product is your responsibility until it is received and signed for by us. We are not responsible for parcels lost in transit. We recommend that you send your return via a secure and traceable courier who can insure your parcel. You are strongly encouraged to obtain proof of posting and keep it safe.

**For more information about returning items to us, please see the Delivery & Returns page at [www.chocolateclothing.co.uk](http://www.chocolateclothing.co.uk), or email [info@chocolateclothing.co.uk](mailto:info@chocolateclothing.co.uk)**

\* When trying on items of clothing, please ensure that you are not wearing make-up, perfume/aftershave or deodorant which may leave a scent or marks on the item. We will be unable to accept the return of any item where there is evidence that these instructions have not been followed.

\*\* If you accept a credit note from our branch, it can only be redeemed at our branch - we cannot accept credit notes through the website.