

PART 1

Returns form

To return the goods, Please follow the instructions below.

Complete Part 1 for the return using the KEY and then Part 2 (if applicable) for an exchange.

totes Order Number	
Name	
Address	
Postcode	
Telephone Number	
E-mail Address	

Qty	Product Code	Size	Colour	Product Description	Reason Code
	Total items returned				

Help us to help you

Please give us your reason(s) for each item using the key below.

- | | | | |
|---|-------------------------|---|------------------------------|
| A | Item doesn't fit | D | Ordered for choice |
| B | Item not suitable | E | Item is faulty |
| C | Incorrect item received | F | Other (Please specify below) |

To enable us to process your return, please remember to add the totes order number. That can be found on your confirmation email and the paperwork attached to the front of the parcel.

If you believe your item to be faulty, please call **01277 630277**

Comments : _____

PART 2

Please tick where appropriate

- Refund (if ordered directly)
- Exchange (Please complete Part 2)

Qty	Product Code	Size	Colour	Product Description
	Total items exchanged			

Is there an alternative delivery address?

PART 3

Enclose this returns form with the product and package up securely whilst removing any original labels

Create a FREE Tracked Royal Mail Label at **totes.co.uk/returns** to attach to your parcel and drop it off at any local post office.