

Thank you for your order. We endeavour to find the highest quality footwear at the best possible prices, however, if you are not entirely satisfied with your purchase, please follow our returns procedure below.

STEP 1: PLEASE COMPLETE THIS SECTION

Please fill out this form in **BLOCK CAPITALS**.

Order Number:

First Name:

Surname:

House Name/Number:

Street:

City/Town:

Postcode:

Telephone Number:

USEFUL TIPS FOR RETURNS

- Please fill this form out in **BLOCK CAPITALS**. Complete step 1 and 2 fully as it is required to complete the return procedure. Please also fill in step 3 if you require an exchange. Step 4 take your parcel to your local Post Office.
- If you need to describe in detail why you are returning a product please attach a letter to this form with reasons.
- Please ensure that all returned items are sent to us complete, including the original box/packaging.
- Any unworn product can be returned within 14 days of receipt.
- The pre-paid returns label is only valid for the order it was originally sent with and is not transferable.
- Please ask for proof of postage in case the parcel is lost in the post.
- If you have requested an exchange and paid with a debit/credit card your original order will be refunded and a new order placed.
- If you have any questions please call customer services on **0344 844 0809** lines are open 9am-6pm Mon-Fri and 10am-2pm Sat.

STEP 2: PLEASE COMPLETE IF YOU WISH TO RETURN/EXCHANGE AN ITEM

Item Returned	Colour	Size	Please Tick One Box		Reason for Return (Tick Box)									
			Refund	Exchange (See Below)	LARGER or SMALLER Than Expected		WIDER or NARROWER Than Expected		Wrong ITEM Sent	Wrong SIZE Sent	Wrong COLOUR Sent	Not Suitable*	Faulty*	Not as Described*
					LARGE	SMALL	WIDE	NARROW						

* If the item(s) are **FAULTY, NOT SUITABLE** or **NOT AS DESCRIBED** please explain:

STEP 3: IF YOU REQUIRE AN EXCHANGE

Exchange Item	Colour	Size	Require Returns Paid On Exchange Order?	
			Yes	No


STEP 4: PACKING INSTRUCTIONS

- After wrapping the parcel securely, complete and attach the label overleaf and take the parcel to your local Post Office for despatch.
- Remember to request proof of postage so you can prove the goods have been sent, should any problems arise.
- Place this Returns form inside the box and send the box back in its original protective plastic covering, or a new covering and securely sealed.
- Please **DO NOT** glue or tape Returns form to the box.
- Please **DO NOT** glue or tape the shoe box closed.

HOW TO RETURN YOUR ITEM

- 1 If you purchased returns paid please use the label below free of charge.
- 2 If you did **NOT** pay for returns paid you may still use the label. A postage charge of £2.50 for the use of the label will be deducted from your refund.
- 3 If you prefer, you can arrange your own postage (please make sure you ask for proof of postage).

Please cut out below and attach to parcel.




PACKETPOST RETURNS
CONTRACT No.
214065P2
Postage to be paid at destination under terms of contract

R I I

PAVERS LTD
RETURNS DEPARTMENT
NORTHMINSTER BUSINESS PARK
YORK
YO26 6QU

PAVERS MAY CHARGE FOR THE USE OF THIS LABEL (SEE ABOVE)



This returns label is only valid for the order it was originally sent with and is non transferable.

You may return unworn goods within 14 days of receipt. At point of purchase a returns paid service is available to UK mainland customers only. If the returns paid option is not selected you can arrange your own postage, or return the item(s) using the returns label provided. You will be charged for using the prepaid label. All goods returned as faulty will be inspected for manufacturing defect. If deemed faulty a full refund or exchange will be given which is not limited to 14 days. Please contact the helpdesk for more information. Under Consumer Contracts Regulations you may cancel this order within 14 days of receipt for details please see www.pavers.co.uk/cancellation or call **0344 844 0809**