

# Returning Your Goods

Please ensure you return the item (s) to us in the original condition with any tags still attached. Please see our terms & conditions on our website for more information.

## INSTRUCTIONS:

Provide details of your order below and complete section A), B) or C) as appropriate. Send this completed form, together with your parcel to:

Halcyon Blue Returns  
161 Main Road  
Sundridge  
Kent TN14 6EH  
England

### IMPORTANT:

Return items that have been worn or used will not be exchanged or refunded and will be returned to the customer. Any sanitary stickers and tags must still be attached.

When returning items please take the time to return them in the condition you received them in. Tops and bottoms should be folded flat, and carefully laid in the bag. Tops and bottoms that have been returned with knots still tied, smelling of cigarette smoke, perfume etc, or badly creased from being simply stuffed into bags, will **NOT** be refunded, and will be returned back to you in the same condition.

**Please see our terms & conditions on our website for more information.**

### RETURNS FROM:

<b>Name</b>	
<b>Order Ref</b>	
<b>Address</b>	
<b>Post Code</b>	
<b>e-mail</b>	
<b>Telephone</b>	

### A) REFUND - I want to return an item (s) and would like a refund:

Product Name	Qty	Reason Code	Other Details

**Please enter one of these code numbers into the reason code box above:**

- |                  |                        |                           |
|------------------|------------------------|---------------------------|
| 1. Too big       | 4. Style doesn't suit  | 7. Item faulty            |
| 2. Too small     | 5. Arrived too late    | 8. Poor quality           |
| 3. Unwanted gift | 6. Wrong item received | 9. Other – please specify |

### B) EXCHANGE - I want to exchange an item (s) for a different size / colour:

Product Name	Qty	Replacement Size	Replacement Colour

Note: If you require a different item (rather than a different size / colour of the same one) you will need to place a new order online and return the original item to us for a refund.

### C) RETURNS - I have been sent the wrong item / the item is faulty:

Item ordered	Item Sent	Qty	Action required? Exchange / Refund

**THIS RETURNS NOTE OR OUR RETURNS POLICY DOES NOT AFFECT YOUR STATUTORY RIGHTS**