

# RETURN & EXCHANGE FORM



Sorry to hear your order was not quite right.. please use the following form to help you organise returning / exchanging your goods. Please fill in and return this form within 14 days of receipt of goods

Your Name	
Your Order Number	
Your Email	

- Please note PERSONALISED ITEMS cannot be exchanged or returned
- Please note items that are outside of our return (cancellation) policy online - if you return these we do not have to accept them.
- Decorations that appear to have been used will not be accepted for refund
- Kits that have been opened will not be accepted for refund
- CLOTHING that is a custom made to order line cannot be refunded
- CLOTHING that is from our OFF THE PEG collection can be exchanged or refunded under our normal returns policy..
- We do not refund original postage or return postage.
- Please see online for all current terms and conditions

Item	Colour	Size	Return or Exchange	Reason for Return OR What you want to exchange for

Please package carefully in original packaging where appropriate and return to address below, with a copy of your original order invoice emailed. You will have to pay postage and we recommend you use a tracked service or get a signed proof of postage from the post office, as the product is your responsibility until we receive it back safely. Refunds will be processed by us within 14 days of receipt by us.

Email [cancel@pearlandearl.com](mailto:cancel@pearlandearl.com) if you do not receive your refund in the timescale to cancel your order.

**PEARL AND EARL RETURNS  
C/O  
PENTRE FOTHAN  
LLANDEILO GRABAN  
LD2 3JF**