



RETURNS ADDRESS

Upper Downs Apparel Ltd
29 St Johns Road
Hove
East Sussex
BN3 2FB
United Kingdom

RETURNS & EXCHANGES FORM

We're here to help, if you need any assistance please contact us via telephone Monday to Friday (9am - 5pm GMT) excluding Public Holidays or send us an email.

Web: upperdowns.com
Email: info@upperdowns.com
Phone: +44 (0) 1273 906017

For all refunds and exchanges, please complete the fields below and indicate whether you require a refund or to exchange an item for an alternative size or colour. You will need to print this form and enclose it with your item in the original packaging.

| | |
|-----------|--|
| NAME | |
| EMAIL | |
| TELEPHONE | |

| | |
|--------------|--|
| ORDER NUMBER | |
|--------------|--|

| | | | |
|--------|--------------------------|----------|--------------------------|
| REFUND | <input type="checkbox"/> | EXCHANGE | <input type="checkbox"/> |
|--------|--------------------------|----------|--------------------------|

Please let us know why you are returning your item(s) by checking any of the boxes below and commenting if applicable:

- | | | |
|--|---|--|
| <input type="checkbox"/> Too Big | <input type="checkbox"/> Changed My Mind | <input type="checkbox"/> Item Arrived Damaged - Please comment |
| <input type="checkbox"/> Too Small | <input type="checkbox"/> Faulty - Please comment | <input type="checkbox"/> Something Else - Please comment |
| <input type="checkbox"/> Doesn't Suit Me | <input type="checkbox"/> Wrong Item Sent - Please comment | <input type="checkbox"/> Ordered Two Sizes – Returning one |

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|----------|
| COMMENTS |
| |

| ITEMS BEING RETURNED | | | | |
|----------------------|-------------------|---------|-------|--------|
| SKU: | Item Description: | Colour: | Size: | Price: |
| | | | | |
| | | | | |
| | | | | |

| EXCHANGE FOR | | | | |
|--------------|-------------------|---------|-------|--------|
| SKU: | Item Description: | Colour: | Size: | Price: |
| | | | | |
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| | | | | |

RETURNS POLICY

We want to make your experience of purchasing our products easy, we also want you to be 100% happy with your purchase. With this in mind we offer a 30 day returns policy from the purchase date for either a refund or exchange, on the basis that the product is returned in its original packaging and in the same condition as when you received it.

For any returns or exchanges, you will need to complete and print out our returns form with your request and enclose this with your item in the original packaging. Due to the limited availability of our products certain sizes and colours may not be available, please contact us directly prior to arranging an exchange so we can assist you in issuing a replacement.

Returns within the UK are provided via a pre paid shipping label, please contact us directly if this is required.

For returns outside of the UK you will be responsible for return shipping costs, except in the event of damaged or faulty products. In these circumstances please ensure that any returns are sent via a tracked and insured service. Refunds will be processed within 7 days of receiving your item.

In the event that faulty or damaged items are returned, we will issue a replacement or refund on the receipt of goods. If international return postage fees have been paid, these will be refunded to you upon our receipt of the goods.