



RETAIL RETURNS FORM

Tel: +44 (0)1784 475509

STEP 1: Complete Your Details

* Denotes mandatory fields

You can either type directly into the boxes or complete by hand in block capitals.

Name *	
Address *	
Postcode *	
Contact Telephone Number *	
Email address *	

STEP 2: Complete Item Details

Item Description *	
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Purchase Date *	Store Name *	Location

Proof of Purchase Provided: * Till Receipt <u>or</u> Copy of Bank Statement <u>or</u> Copy of Card Statement (You must be able to provide and attach at least one of these documents.)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
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Reason for return * (Please tick box & add any additional comments)	Faulty	<input type="checkbox"/>
	Wrong Colour/ Size	<input type="checkbox"/>
	Unwanted gift	<input type="checkbox"/>
	Other (please comment)	<input type="checkbox"/>

What would you like us to do with your item? * (Please tick box & add any additional comments)	Refund	<input type="checkbox"/>
	Replace (<i>Like for like</i>)* <i>*Please note replacement might not always be available</i>	<input type="checkbox"/>

Any other information you would like to add:

STEP 3: Dispatch of Product

Wrap your item(s) securely and include the completed Returns Form above, and a copy of your sales receipt, then please complete and attach the Returns Labels below to your parcel.

UK Returns

We recommend that if you are posting from within the UK, and your items value is over £30; We advise you to return it to us using Royal Mail Special Delivery service. If the items value is under £30, we recommend you use the Royal Mail Recorded Delivery service. This means that you are able to track the item during its journey to us.

Non-UK Returns

If you live outside of the United Kingdom, please send the item using a recorded method of postage, so that you can track this item whilst it is on our way to us.

Please see the website for full details of our returns offer.

<https://shop.stanstedairport.com/returns-policy/>

Cut out the returns address label below and stick to parcel

To:	
London Stansted Shopper Promise	
Customer Support Team 1215 Windsor Road Egham Surrey TW20 0AE	
Sender Details:	
Name	
Address	
Postcode	
Date of purchase	
I have enclosed the completed Returns Form & Proof of Purchase. Yes <input type="checkbox"/>	