



# 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.

<b>Name *</b>	
<b>Address *</b>	
<b>Postcode *</b>	
<b>Contact Telephone Number *</b>	
<b>Email address *</b>	

## STEP 2: Complete Item Details

<b>Item Description *</b>	
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<b>Purchase Date *</b>	<b>Store Name *</b>	<b>Location</b>

<b>Proof of Purchase Provided: *</b> <b>Till Receipt <u>or</u> Copy of Bank Statement <u>or</u> Copy of Card Statement</b> (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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<b>Reason for return *</b> (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"/>
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<b>What would you like us to do with your item? *</b> (Please tick box & add any additional comments)	Refund <input type="checkbox"/> Replace ( <i>Like for like</i> )* <input type="checkbox"/> <i>*Please note replacement might not always be available</i>
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<b>Any other information you would like to add:</b>

### 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**

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