

RETURNS & EXCHANGES FORM

WE TRUST THAT YOU ARE COMPLETELY SATISFIED WITH YOUR PURCHASE. IF HOWEVER, YOU WISH TO RETURN ANY ITEMS FOR REFUND OR EXCHANGE, PLEASE COMPLY WITH THE FOLLOWING PROCEDURE.

1. YOU MAY RETURN AN ITEM TO BASELAYER LTD FOR EXCHANGE OR REFUND WITHIN **28** DAYS OF THE DATE OF INVOICE UNLESS OTHERWISE AGREED OR STATED. ITEMS MUST BE UN-WORN, CLEAN, WITH ALL TAGS, NOT SMELLING OF TOBACCO AND COMPLY WITH OUR TERMS AND CONDITIONS (SEE TERMS AND CONDITIONS OF SALE AT WWW.BASELAYER.CO.UK)
2. IF EXCHANGING AN ITEM FOR GOODS OF THE SAME VALUE, PLEASE ENSURE YOU ENCLOSE **£2.50** RETURN POST AND PACKAGING FEE BY EITHER CHEQUE, CASH {SECURELY ENCLOSED} OR POSTAL ORDER MADE PAYABLE TO BASELAYER LTD. THIS PAYMENT NEED ONLY BE ENCLOSED FOR EXCHANGES AND **NOT** FOR REFUNDS.
3. THEN CAREFULLY PARCEL UP YOUR RETURN, COMPLETE THE RETURNS SLIP BELOW AND ENCLOSE IT WITH YOUR RETURN.
4. THEN SIMPLY POST YOUR PARCEL BACK USING A SECURE TRACKED POSTAL MECHANISM FOR YOUR OWN SECURITY TO BASELAYER AT:

**BASELAYER LTD
RETURNS & EXCHANGES
11 DERRY DOWNS
ORPINGTON
KENT
BR5 4DT**

HOW TO RETURN YOUR GOODS

PLEASE COMPLETE ALL DETAILS BELOW INCLUDING EITHER SECTION **A** OR **B** AND RETURN THIS SLIP WITH YOUR GOODS.

CUSTOMER DETAILS

CUSTOMER NAME	CUSTOMER INVOICE NUMBER	DATE OF ORDER	CUSTOMER A/C REF# {FROM INVOICE}

SECTION A: I WANT TO EXCHANGE ITEM(S) FOR A DIFFERENT SIZE/COLOUR/STYLE OF THE SAME VALUE

PRODUCT SKU / CODE	QTY	REPLACEMENT SIZE/COLOUR/STYLE AT THE SAME PRICE

*IF YOU ARE EXCHANGING YOUR PURCHASE FOR A DIFFERENT SIZE/COLOUR/STYLE THAT ARE THE SAME PRICE, PLEASE ENSURE YOU ENCLOSE **£2.50** FOR RETURN POST AND PACKAGING*

N.B- IF YOU WISH TO EXCHANGE FOR AN ITEM THAT IS LESS OR MORE EXPENSIVE, PLEASE JUST RE-ORDER THE ITEM YOU WANT AND SIMPLY RETURN YOUR UNWANTED GOODS FOR REFUND.

SECTION B: I WANT TO RETURN ITEM(S) FOR A REFUND

PRODUCT SKU / CODE	QTY	REASON FOR RETURN (THIS "REALLY" HELPS US PLEASE) {EG: TOO BIG, TOO SMALL, WRONG COLOUR..}

THANK YOU. WE WILL ACT ON YOUR INSTRUCTIONS AS SOON AS WE RECEIVE YOUR GOODS BACK. FOR YOUR OWN SECURITY, WE STRONGLY ADVISE YOU TO RETURN PARCELS TO BASELAYER LTD VIA A SECURE RECORDED/TRACKED DELIVERY MECHANISM. BASELAYER LTD CANNOT BE HELD LIABLE FOR ANY RETURNED GOODS LOST IN TRANSIT AND WILL NOT REFUND OR EXCHANGE GOODS WHERE NO PROOF OF DELIVERY HAS BEEN OBTAINED.

FOR FULL RETURNS DETAILS SEE OUR WEB SITE WWW.BASELAYER.CO.UK > RETURNING AN ITEM AT THE TOP OF THE HOME PAGE.