

Order Number	
Name	
Date of order	
Date returned	

RETURNED ITEMS

Please tell us about the items you are returning to us below

Qty	Item Code	Description	Size	Price	Refund (✓)	Exchange (✓)	Faulty/Incorrect (✓)	Comments
1	SO277L	Bloch Ballet pump	7	£12.75		✓		If you have marked products as faulty/incorrect, please use this space to tell us more

EXCHANGES

If you would like to exchange your returned items for alternative products, please give us more information below:

Qty	Item Code	Description	Size	Price	Colour
1	SO203L	Bloch Hybrid ballet shoe	7	£19.95	pink

NOTE: Please ensure you have read and understand our returns, refunds and exchanges policy before returning items to us. (A brief guide can be found on the next page)

Complete this form and send with your returned items to:

**Dancia Ltd Returns Dept.
Crown House, Crown Road
Portslade, East Sussex
BN41 1SH**

If you need any help or advice regarding the returns process, please contact our head office Team on 01273 414455 or email sales@dancia.co.uk

Quick Reference Guide to Dancia's Returns, Refunds & Exchanges Policy

This quick reference guide outlines the main points covered by our returns and refunds policy.

Please ensure that you read and understand the full policy text before returning items to us.

See sections 7 to 9 of our Terms and Conditions at:

<http://www.dancia.co.uk/terms-and-conditions/>

	Refunds	Exchanges	Faulty/Incorrect Items
Returns period	You must cancel your order in writing (by post or email) within 7 days of receiving your delivery to be eligible for a refund.	You must inform us that you would like an exchange and return your items to us within 21 days of receiving your order.	You may return defective items to us for inspection at any time. If an incorrect item has been sent to you in error, we request that you return this to us as quickly as possible
Special requirements	<p>Products must be returned in the same condition in which you received them.</p> <p>Shoes and garments must be unworn, with labels attached, free from make-up, odour and deodorant marks and be in the original packaging where applicable.</p>	<p>Products must be returned in the same condition in which you received them.</p> <p>Shoes and garments must be unworn, with labels attached, free from make-up, odour and deodorant marks and be in the original packaging where applicable.</p>	N/A
Who pays for postage?	<p>You are responsible for the cost of returning products to us.</p> <p>Please ensure you apply sufficient postage and obtain proof of postage.</p>	<p>You are responsible for the cost of returning products to us.</p> <p>Please ensure you apply sufficient postage and obtain proof of postage.</p> <p>We offer free standard UK delivery of exchanged products the first time a product is exchanged.</p>	<p>We will only refund the cost of returning defective/ incorrect products to us by 2nd class Royal Mail post</p> <p>Please ensure that you obtain a receipt and proof of postage.</p> <p>If a replacement or substitute product is required, we will send this to you via standard delivery at no extra cost.</p>