Customer Address		Delivery Address
	frugi	

Order No.		Date		Customer No.	

Item name	Qty	Price	Total	Return Reason Code

Actioned by (for office use only)		Date	

EASY PEASY RETURNS

Here on Planet Frugi we want you to be as happy as can be when you receive your order, but we know that you may wish to send something back.

RETURNS

If you wish to return something please return the item to us within **30 days** of receipt for full price items, and **21 days** of receipt for sale items. Please return items in the same condition you received them: unworn, unwashed, and with labels still intact and attached. Please note, it is only possible to return items for a refund.

To return an item - its as easy as 1,2,3...

1. **FILL IN THE RETURNS FORM**
   Please indicate your return reason code next to the relevant item(s).
2. **PACK UP YOUR ITEM(S)**
   Pop the item(s) in a parcel with the completed returns form.
3. **RETURN TO FRUGI**
   Return your parcel to **Frugi, Unit 2 Lodge Way, Indian Queen's Industrial Estate, St. Columb, Cornwall, TR9 6TF** using your preferred sender - don't forget to ask for a receipt as proof of your return.

All returned items are refunded on receipt - please allow up to 21 days for refunds to be processed.

Return Reason Codes

- **B** Too big
- **S** Too small
- **L** Too long
- **X** Too short
- **U** Unwanted gift
- **T** Arrived too late
- **F** Faulty
- **C** Colour not as expected
- **N** Not my style
- **Q** Quality not as expected
- **W** Wrong item sent

NEED TO GET IN TOUCH?

Drop us an email at **info@welovefrugi.com**

For more information please refer to the return policy on our website: **welovefrugi.com/returns**