|  |  |
| --- | --- |
| Name |  |
| Order Number |  |

Smalls returns   
Simply Print off this form and send back with your **items in the original packaging.** send back with your return to Smalls 16 Berkley Street, London, W1J 8DZ

**Any questions** CONTACT Mountain Warehouse 0203 828 7700 or [**https://support.mountainwarehouse.com**](https://support.mountainwarehouse.com)Please tick the applicable box below.

1. Pack your return parcel well with appropriate packaging material – you can even use the original packaging.
2. Don’t forget to include this form with your return parcel

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| QTY | PRODUCT Name | DESCRIPTION | REASON CODE | REASON FOR REFUND |
|  |  |  |  | 1. Too Big |
|  |  |  |  | 2. Too Small |
|  |  |  |  | 3. Style Doesn’t suit |
|  |  |  |  | 4. Arrived too late |
|  |  |  |  | 5. Unwanted gift |
|  |  |  |  | 6. Faulty |

OOPS! Did you receive an incorrect item? Please fill this section:

|  |  |
| --- | --- |
| PRODUCT ORDERED | PRODUCT RECEVIED |
|  |  |
|  |  |
|  |  |

✔  Keep a note of the returns tracking number   
✔  Please allow 7-10 days from receipt of a return for us to process the refund P**lease Note: Failure to follow this process may cause delays in processing your return.  
This returns policy does not affect your statutory rights. Please ensure you return the goods in their original condition within 60 days of them arriving with you. The returned goods are your responsibility until they are delivered to our returns department.**

Smalls returns policy   
If you are not completely satisfied with your purchase, simply return the item(s) to us in their original condition\* within **60** days of receipt. We will issue a refund upon receipt and examination. Items should wherever possible be returned in their original (or similarly robust) packaging with a completed Returns Form. If you require a different item you will need to place a new order online and return the original item for a refund. If you require a different size or colour of the same item, please return the item including a completed Returns Form requesting the different size/colour and we'll do our best to get one out to you upon receipt. If the new size/colour is unavailable we will refund your order and email to inform you. Return postage charges are non-refundable unless your order was faulty or incorrect.  
**Faulty or incorrect items sent from within the U.K**   
If the item you received is faulty or not what you originally ordered, please complete your return form and return to the address above. Due to technical processes used, it is imperative that each individual garment’s washing instructions are adhered to exactly as stated on the care label. Each garment is wash-tested thoroughly and quality-checked on each production batch prior to leaving the supplier. We cannot accept returns that have been soiled, torn or damaged due to incorrect washing or use.   
**Part of order is missing**Regrettably mistakes can happen. If you have received your order and an item is missing, please first check your dispatch note for any indication that the item is being dispatched separately. If the item is not included on the dispatch note, it will be arriving separately. If the item is listed but not present, please email hello@lovemysmalls.com quoting your order number and stating the missing item and we will investigate the matter further.   
**Return postage**Please note the item is your responsibility until it reaches us; for your own protection, we recommend that you send the parcel using a delivery service that insures you for the value of the goods. We cannot refund return items lost in the post. For more information about returning items to us, please CONTACT Mountain Warehouse 0203 828 7700 or [**click here**](https://support.mountainwarehouse.com/hc/en-gb)  
\* When trying on items of clothing, please ensure that you are not wearing make-up, perfume/aftershave or deodorant which may leave a scent or marks on the item. We will be unable to accept the return of any item where there is evidence that these instructions have not been followed.

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| **Returns** **Smalls Merino 16 Berkley Street,  London, UK W1J 8DZ** |