

Verity Plum
Returns Department
9 Minshull Street
Knutsford
Cheshire WA16 6HG

T: 01565 755 577
E: customerservices@verityplum.co.uk
www.verityplum.co.uk

FAULTY / DAMAGED ON RECEIPT (Please describe fault below)

UNSUITABLE (Please describe reason for return below).

DESCRIPTION

REFUND, PLEASE! (Please tick left if you want a refund).

EXCHANGE, PLEASE! (Please tick left if you want an exchange).

I understand the first exchange will be sent out free of charge, any subsequent exchanges will carry a £4 charge.

IF 'EXCHANGE', EXCHANGE FOR WHAT?

Please describe including Colour, Size and Quantity (if applicable)

SIGNATURE

Please Sign this return form.

Please Note :

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* Original Condition (Definition) (See Page 1)

When trying on items of clothing, please ensure that you are not wearing perfume / aftershave or a deodorant which may leave a scent or marks on the item.

Each item must be returned unused in its original packaging, complete with original labels attached, and with any enclosed documentation.

We will be unable to accept the return of any item where there is evidence that these instructions have not been followed.

RETURNS POLICY

If you are not completely satisfied with your purchase, simply return the item or items to us in their original condition* within 14 days of receipt. Please complete the Verity Plum Returns Form and send both the invoice and parcel to:

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We will issue a refund on receipt, or exchange the item for a different size / colour if available.

NB: Delivery charges are only refundable if you have cancelled your entire order within the 7 day Cooling-Off Period or where the goods are faulty and a refund is made.

Please Note :

This returns policy does not affect your statutory rights. If Free Shipping, Discount or a voucher offer was applied to your original order, the amount refunded will be adjusted to allow for the revised order value and appropriate discount level

NAME
ADDRESS
TEL. NUMBER
EMAIL
ORDER NUMBER
DATE OF PURCHASE
ITEM(S) DESCRIPTION
COLOUR
SIZE
QUANTITY

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. The cost of returning the item to us is your responsibility. The parcel can take up to 7 working days to be processed once received. Refunds for items bought as gifts can only be given to the original purchaser, if you decide to swap an item we cannot prevent the purchaser knowing about it.