

## Returns Form

Online Order Number:		Name:	
Order Date:		Address:	
Email Address:		Tel Number:	

Product name	Colour	Size	Refund (please tick)	Exchange (please tick)	Replacement item description	Colour	Size	Reason code

### Reason codes:

- |                    |                        |                            |                                 |
|--------------------|------------------------|----------------------------|---------------------------------|
| 1. Doesn't suit me | 2. Item too big        | 3. Item too small          | 4. Ordered more than one        |
| 5. Arrived late    | 6. Poor quality/faulty | 7. Incorrect item received | 8. Looks different to catalogue |

We at Dubarry hope that you are happy with your purchase. If you are not, please return the product to us within 30 days and we will exchange or refund as requested. To view our full refund policy, please see [www.dubarryboots.com/customer-service/returns-exchanges](http://www.dubarryboots.com/customer-service/returns-exchanges) We recommend that you use a signed for service as Dubarry cannot be held responsible for returns not received by us. Please note that postage costs are not refunded.

### Exchanges

Once we have received your item and the completed Returns form, we will process as a normal order and you can expect to be in receipt of your exchange within 3-4 working days, subject to availability.

### Refunds

In the event that you require a refund then subject to acceptance, we will issue to the original card or BACS used within 7 days of Dubarry receiving the returned item(s).

### General Return Notes

It is important that returned items are in the best possible condition, so please return items in the original packaging without taping the inner Dubarry box. Do not remove any labels, tags or accessories until you are happy with your purchase.

**Please include your despatch note as this will help us deal with your query more efficiently.**