

RETURNS & EXCHANGE FORM



If you are not fully satisfied with the items you have purchased, you can return them back to us within 14 days from the date you received them. To be eligible for a return/refund, the item must be in its original condition, packaging and swing tags, where applicable, need to still be in place. If you would like to exchange your item, please tick the exchange box and comment an alternative item below.

Please note that we cannot cover the return shipping cost and that you are responsible for any items lost in shipping. Remember to keep your proof of postage until you receive confirmation that we have processed your return. If your return is approved, we will initiate a refund to your credit card (or original method of payment). Returns are normally processed within 28 days of us receiving your items.

If you have any questions or problems on how to return your items to us, please contact us: sales@fratelloclothing.co.uk

- 1) Fill out this form with your order number, name, date and the details of your items, and the reason for returning
- 2) Include this Returns Form and your items with all product labels intact in your parcel
- 3) Use the Returns Address Label provided below

Order Number Date
 Customer Name Email

Item Description	Quantity	Return (Use labels below)	Exchange (Use comment box for different item)	Comments

Please choose a reason for returning each item, using the labels below:

- 1. Looks different to image on site
- 2. Quality issue/faulty (please comment)
- 3. Changed mind
- 4. Incorrect item received
- 5. Doesn't fit properly
- 6. Other (please comment)



FROM

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TO

Fratello Clothing
PO Box 199
Liverpool
L11 8AA

Postage Required
