

### Returning & exchanging items

Please fill out the form & check the appropriate boxes then send the items back with the form included. When sending back your order, please make sure your items are well packaged and in their original box or bag (where possible) with all tags, labels & accessories that may have been included. We also recommend using a tracked and/or signed for service. Please also make sure you get a proof of postage receipt. Any items being returned are your responsibility.

Please do not stick labels or packing tape to the products or product packaging directly.

You can either use the below label and buy postage at the post office or go to [parcel.royalmail.com/orders/quick-delivery/](https://parcel.royalmail.com/orders/quick-delivery/) to buy postage online.

### Faulty

Please contact us immediately if you have received any faulty items or incorrect items so that we can help with your return. Get in touch with us via our 'Contact Us' page on our website at [loofes.com/contact](https://loofes.com/contact).

### Unwanted Items

If you would like return an unwanted item you must notify us within 30 days of receiving the item, you then have up to two weeks to send the item(s) back to us. After we have received the item we will then refund you only if they are still in a fit state to resell.

### Exchanges

Items that need to be exchanged for a different size or colour must also be returned within 30 days of receiving them.

Please visit the following web page to view our policy on returns & exchanges: [loofes.com/returns](https://loofes.com/returns)

**PLEASE NOTE THAT WE DO NOT ACCEPT EXCHANGES ON UNDERWEAR  
ANY RETURNED ITEMS MUST BE IN THEIR ORIGINAL PACKAGING, UNDAMAGED AND INCLUDING THE ORIGINAL TAGS**

**Please fill in the form and tick the appropriate box below**

Name: \_\_\_\_\_ Order Ref.:WEB \_\_\_\_\_ Phone: \_\_\_\_\_

REFUND

EXCHANGE

WRONG ITEM

WRONG SIZE

FAULTY

UNWANTED ITEM

PLEASE WRITE THE REPLACEMENT SIZE OR COLOUR YOU NEED IN THE BOX BELOW



..... Cut along line and affix to parcel .....

Loofe's RETURNS,  
Armclaim Ltd,  
Unit P1/6 The Parklands,  
Heywood Distribution Park,  
Heywood,  
OL10 2TT  
United Kingdom