

How to return an online order.

- 1) Complete the below form
- 2) Suitably package up the items you wish to return and include the completed form
- 3) Go to www.dpd.ie/returns and follow the instructions to print off your return label
- 4) Leave the package at an approved DPD drop off point

Name:	Order Number:
Email Address:	Phone Number:

Item Code	Item Description	Quantity Returned	Return Code

Return Codes			
A-Faulty	B-Damaged	C-Wrong Item	D-Unsuitable
E-Not As Described	F-Item Too Big	G-Item Too Small	H-Arrived Late

Terms & Conditions

- All purchases can be returned to us within 14 days of delivery and returned goods must be received within 14 days from the date you informed us of the return.
- Purchases may be opened for inspection but must not be used and must be repackaged securely in the original packaging if you wish to return it.
- If we discover goods have been used or there has been a loss in value of the goods due to damage to the goods, while in your care or whilst being returned to us, we will reduce the amount refunded, which may amount to the full cost of the product, to cover loss of value of goods.
- We accept no responsibility for goods damaged or lost while in transit to us.
- All returns must be packaged appropriately for shipping, we will not accept responsibility for damages or loss which occur during shipping of a return product.
- Once the returned product has been returned to us and fully inspected a refund will be issued.

Please Note: A typical timeline for a refund to show in your account is up to 10 working days from the date processed, depending on your bank.

For Office use only:

Item Code	Item Description	Resalable Condition?	Approve refund?

Staff Member : _____

Signature _____