

Packed By (office use only) \_\_\_\_\_

**Need Help?**

Visit our website -

<https://www.magrigg.co.uk/about-us/returns/>

Or

Contact one of the team on 01726 65751

or [online@magrigg.co.uk](mailto:online@magrigg.co.uk)



Returns Information International

Order Number	Customer Name	Contact Number
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- We do not offer free returns outside the UK, please send your item back to us via a tracked service and please keep track hold of ALL tracking information. Packages need to be marked clearly as **'RETURNED BRITISH GOODS'** this information has to be entered on any customs declaration that is required. MA Grigg LTD reserves the right to refuse any returned parcel that has attracted a customs fee.
- Please pack your parcel in appropriate packaging – in the same way the item got delivered. It is essential that any unsuitable items, unless faulty, are returned back in their original condition. This means it must be unworn, undamaged, free of makeup, pet hairs, deodorant and perfume with no signs of the item being washed. It must have all original tags attached. Please do not attach paperwork or labels to shoe/boot boxes. We will deduct 10% if the items returned are defaced, used, soiled or damaged in any way, this includes damage to the boxes.
- **UNFORTUNATELY WE ARE UNABLE TO OFFER EXCHANGES.** We kindly ask for you to replace your order online and send the item you do not wish to keep for a refund. **Please allow up to 14 days for a refund.**
- **Please post your return back to this address:** Returns, M.A.GRIGG LTD, Pendennis, Lower Sticker, St Austell, Cornwall, PL26 7JH, United Kingdom

Product Code	Item Description	Refund	Reason code	Faulty – please describe the fault

**Codes for Return:**

- |                                |  |                           |
|--------------------------------|--|---------------------------|
| a. Does not fit me/Do not like | c. I ordered more than one size/choice | f. Other (please comment) |
| b. Faulty (please specify)     | d. You sent the wrong item/size/colour |                           |

Failure to obtain receipt from post or failure to complete this form correctly may result in delays in processing your return.