

Need Help?

Visit our website –

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

Or

Contact one of the team on 01726 65751 or email online@magrigg.co.uk

Order number: _____ Customer name: _____
 Contact number: _____

Returns form

For Hassle FREE Returns ...

- ✓ Fill out this form fully with all of your details and ensure it is included in your parcel in order for us to process your refund.
- ✓ Head to <http://www.royalmail.com/track-my-return/create/1729> to create your freepost returns label. This link will guide you through the returns procedure.
- ✓ Please pack your parcel in appropriate packaging. **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 otherwise we cannot accept it. Please do not attach paperwork or returns labels to shoe/boot boxes as we will deduct 10% if boxes are damaged due to this.**
- ✓ **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.**
- ✓ **CHRISTMAS RETURNS:** For all orders placed from Friday 11th September – Thursday 31st December you have until Sunday 31st January to return any unwanted items back to us for a full refund.

SKU (Product Code)	Product name & size	Refund	Reason for return

Codes for Return:

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

Failure to complete this form correctly may result in delays in processing your return.