



ASHFORD ONLINE ORDER RETURNS

PLEASE COMPLETE ALL DETAILS BELOW			
FULL CUSTOMER NAME	PHONE NO.	ORDER NO.	ORDER DATE

ITEM DESCRIPTION	QTY	REFUND	EXCHANGE	REASON CODE	EXCHANGE – COLOUR/SIZE/FAULT? PLEASE SPECIFY FAULT

ITEMS MUST BE RETURNED WITH TAGS ATTACHED / NOT WORN; WASHED OR PERSONALISED / NO STAINS; SMELLS OR ODOURS / FOR HYGIENE REASONS TIGHTS AND SOCKS CANNOT BE REFUNDED OR EXCHANGED. IF THIS CRITERIA IS NOT MET PAGES SCHOOLWEAR HOLDS THE RIGHT TO REFUSE REFUND/EXCHANGE AND RETURN THE ITEMS BACK TO YOU. THE ONLY EXCEPTION TO THIS IS WHERE A FAULT IS PRESENT.

RETURNS & EXCHANGES

It is your responsibility to return your items to the returns address below. It is your responsibility to pay for your return (returns can be made in store). Please make sure you keep proof of postage. Please allow up to 7 days for us to receive your return.

Refunds can only be given with a proof of purchase.

Exchanges can be collected from your home address. Please contact the store on ashford@pages-schoolwear.co.uk to arrange this service. Specific collection dates cannot be given.

**RETURNS ASHFORD
PAGES SCHOOLWEAR LTD
UNIT 13
ASHFORD MARKET
MONUMENT WAY
ORBITAL PARK
ASHFORD
TN24 0HB**

WHAT TO EXPECT ONCE YOU HAVE POSTED YOUR RETURN

1. After you have posted your item(s) keep proof of postage.
2. Once the item(s) are received, please allow up to 72 hours for refunds/exchanges to be processed.
3. Once your refund/exchange has been processed you will receive an email/phone confirmation.
4. Please note exchanges may be delayed by stock levels. Your item will be put on order where there is no stock.

REASON CODES

1. Wrong size/not as expected
2. Wrong item(s) received
3. Wrong colour received
4. Arrived too late
5. Ordered multiple sizes
6. Faulty (PLEASE SPECIFY ABOVE)
7. Other (PLEASE SPECIFY)