

# RETURNS FORM



Dear Customer,

Thank you for your order. We have done our utmost to fulfil your requirements. However, if you need to return any goods, please complete this returns form and send it together with the goods to the following address using the free returns label:

**ENGELBERT STRAUSS LTD.**  
 c/o Whistl Fulfilment Ltd.  
 Typhoon Way, Magna Park South  
 LE17 4XZ Lutterworth

If you have any questions, please call us on **01252 607 857**. Or email us at **sales@strauss.co.uk**

**Sender:**

**Customer-No.**

**Order-No.**

**I AM RETURNING:**

Product description	Article no.	Size	Quantity	Reason

**PLEASE EXCHANGE WITH:**

Product description	Article no.	Size	Quantity

**ADDITIONAL ORDER:**

Product description	Item number	Size	Quantity

Please choose your preferred method of payment.

- PayPal     Credit card     Pre-payment

You will receive an email which guides you through the automatic payment process. Therefore we kindly ask for your email address.

Your email address: \_\_\_\_\_

**Reason for return:**

<b>Complete Fit</b>	<b>too big</b>	<b>too small</b>
	11	12
<b>I don't like the item</b>		
Material		13
Cut		14
Colour / Pattern		15
<b>Quality</b>		
Faulty / damaged		16
Description of fault:		
<b>Delivery</b>		
Delivered too late		17
Delivered incorrectly		18
<b>Sample Order</b>		19

The following cannot be exchanged:

- worn and washed clothing/shoes
- opened packages of technical goods (printer cartridges/calculators)
- personalised items (embroidered/printed goods etc.)

**CONTACT PERSON:**

Mrs / Mr: \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_