



Dear Customer

Thank you for your order.

Please read the below carefully:

Email: info@schoffelcountry.com

Website: www.schoffelcountry.com

We hope you are delighted with your Schoffel product. Whilst we ensure every care is taken in packing your order please check that the items you have received are correct and that your order is complete. If you are not happy with your purchase for any reason you have 28 days to return your product for a refund.

Returns

To return your product/s please follow these instructions:

- Ensure all product/s are unworn and re-sealed in their original undamaged packaging.
- Fill out the returns section below with the appropriate return code and enclose it with your return:

- | | | |
|----------------|-----------------------------|-----------------------|
| 1. Wrong Size | 5. Item not as described | 9. Arrived too late |
| 2. Too Big | 6. Multiple sizes ordered | 10. Exchange required |
| 3. Too Small | 7. Faulty/ Damaged | |
| 4. Doesn't Fit | 8. Incorrect item delivered | |

Order Number:		Date Ordered:	
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Item Number:	Product:	Return Code:	Qty:

- All returns must be sent using the pre-paid DHL returns address label provided in your delivery. This label has been provided at a subsidised rate to make returning goods more cost effective for you as the customer. Your original payment method will be credited once your goods have been received by us and are in appropriate condition, minus the postage charge of \$25.00 for the use of the postage label provided.
- Leave at your local DHL Drop-Off point.

****Please note we are not able to offer exchanges to goods delivered to the USA.***

Refunds may take up to 14 days to appear in your account of the original payment method.

If you have any queries regarding our returns process please contact our customer services department, whose details are shown above and one of our team members will be happy to assist you.