



**Dear Customer**

Thank you for your order.  
Please read the below carefully:

Email: [info@schoffelcountry.com](mailto:info@schoffelcountry.com)  
Website: [www.schoffelcountry.com/delivery-and-returns](http://www.schoffelcountry.com/delivery-and-returns)  
Telephone: +44 (0) 1572 772 480

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 or exchange free of charge.

**Free Royal Mail Tracked 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:	
SKU:	Product:	Return Code:	Qty:

- Visit the returns section of our website and print your free Royal Mail tracked returns label.
- Attach your label to the outside of your parcel.
- Take your parcel/s to a Post Office and send back to our UK warehouse, whose address you can find below (we recommend you obtain proof of postage).

If you would like to exchange your product/s for another size or colour instead of a refund, please fill in the 'Exchange Section' below.

**Exchanges**

**\*Please note we will only be able to exchange your product for a different size or colour in the same style.**

Product:	Colour:	Size:	Qty:	Price:

Please allow up to 5 working days for your exchange to be dispatched.  
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.