

Name:

Order No:

Email:

Order Date:

In the event that you are not satisfied with your product(s), we offer a returns service that enables you to send your goods back for a store credit note or exchange of item. **All items you wish to return must comply with our policy as stated below.**

Policy

- All returns must show **no signs** of wear or be in any way **odorous**.
- Must have correct tags and original packaging intact and present.
- We recommend that all items you wish to return are sent with a **signed and tracked service** as we cannot be held accountable for damaged or loss of goods during transit.
- We aim to process all returns within seven working days.
- You have fourteen days to notify your intention to return the item after you have received it.
- For hygiene reasons we cannot accept returns on **underwear, swimwear or headwear**.
- **All exchanges are final.**

Item name:

Size:

Reason for return:

****PLEASE NOTE IF GARMENT SECURITY TAGS ARE REMOVED OR ANY SIGN OF TAMPERING IS VISIBLE SUCH AS THE TAILS APPEARING SNAPPED WE WILL NOT ACCEPT RETURN OF THE ITEM****

I would like a:

Credit Note Exchange
(if available)

Size: _____

Payment Method:

Card Klarna Paypal ClearPay

Return Address:

CASUAL BASEMENT RETURNS
PO BOX 1646
BEDFORD
MK45 6AG

Please note that failure to complete the return slip correctly will cause delays in the credit/exchange process

For any help or assistance please email us at support@casualbasement.co.uk or visit www.casualbasement.com/exchange-returns/