

# RUNWAY96

## UK EXCHANGE & RETURNS FORM

**NEED TO SEND SOMETHING BACK?**  
**Not a problem, just follow the steps below!**

1. Fill in your **ORDER INFORMATION** and the **TABLE** below, detailing the item(s) you wish to return.
2. Enter a reason code either place this form in with your return or email it back to us at **info@runway96.com**.
3. To ensure the item is returned to us without any customs issues please attach the cut-out address provided at the bottom or ensure address and details are copied exactly as shown in the cut-out.

**Note: All exchanges will be sent back out to you FREE OF CHARGE.**

### DON'T FORGET:

- If your order is incorrect or faulty please contact us ASAP at info@runway96.com.
- Returns must be dispatched to us within 14 days of receiving the item, please keep proof of postage with dates on.
- \*Please note that all purchase on SALE items are final and cannot be accepted as a return\*
- Items need to be returned back to us in original packaging and original condition.
- Returns can take up to 7-10 working days to process upon receipt of item(s) back at Runway 96 HQ.
- We advise you use a tracked service as we will not be liable for any goods lost in transit and no refund will be processed should the item not arrive back to us.
- Delivery costs are non-refundable.
- Underwear and swimwear are non-returnable due to hygiene reasons.
- This returns policy does not affect your statutory rights.

### Need any help?

Contact us via e-mail [info@runway96.com](mailto:info@runway96.com) , we will endeavour to respond to your e-mail within 24 hours or sooner.

CUSTOMER NAME: \_\_\_\_\_

ORDER NUMBER: \_\_\_\_\_

| ITEM DESCRIPTION        | COLOUR | SIZE | QTY | RETURN CODE* | REFUND/EXCHANGE?<br>(Please state exchange item) |
|-------------------------|--------|------|-----|--------------|--|
|                         |        |      |     |              |  |
|                         |        |      |     |              |  |
|                         |        |      |     |              |  |
|                         |        |      |     |              |  |
| Additional Information: |        |      |     |              |  |

\* please state your reason for return:

1. Doesn't fit
2. Doesn't suit
3. Ordered more than one size
4. Faulty / Poor
5. Item unlike picture
6. Incorrect item received
7. Parcel damaged on arrival
8. Arrived too late

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**RETURNED GOODS – VAT NO. 258322403**  
**Runway 96 Returns**  
**384 Wilbraham Road**  
**Manchester**  
**M21 0UW**  
**England, United Kingdom**