

RUNWAY96

INTERNATIONAL 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.
3. Either place this form in with your return or email it back to us at **info@runway96.com**. Then post back to the cut-out address provided for you at the bottom.

Note: Please note that Exchanges are currently only available for UK customers, should you wish for an exchange and to ensure availability, we would recommend re-purchasing the correct item wanted, and returning the unwanted item for a full refund separately

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.
- Items need to be returned back to us in original packaging and original condition.
- Returns will be processed within 5 working days of receipt 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 , 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*
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

**Runway 96 Returns
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