

# 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.
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: 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 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 phone 0800 988 7278 (Monday to Friday, 9am to 7pm) or 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*	REFUND/EXCHANGE? (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



**Runway 96 Returns  
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