

Returns & Exchange Form

agnes & norman

We are happy to offer a full refund within 28 days of delivery (14 days for sale goods), providing shoes are returned in their original condition with no marks or blemishes, in their original packaging (which should also be in pristine condition). Please note shoes have a beautifully soft leather sole, which marks easily. Only try them on in a soft carpeted area, as even wooden floors can cause damage & we are only able to exchange or refund goods in their original, perfect condition. Your shoes may have a protective film on the soles- please note once this is removed shoes are non-returnable.

The cost of return postage and loss of any items returned to us is your responsibility and we therefore recommend that you use a delivery service that insures you for the value of the goods.

t. 0121 415 3040
e. info@agnesandnorman.co.uk
www.agnesandnorman.co.uk

Please note that if you have ordered your shoes through one of our stockists contact them directly before returning your shoes. Thank you

Name: _____ Order No.: _____

Style of Shoe / Accessory being returned

SIZE & STYLE	EXCHANGE	REFUND	REASON FOR RETURN (Codes below)

Return Codes:

1. Too big 2. Too small 3. Not suitable 4. Not as expected 5. Found alternative with agnes & norman
6. Found alternative elsewhere, please state: _____ 7. Faulty. Notes: _____

Exchanges Only: Please provide details of required replacements below:

STYLE	SIZE	COLOUR

INTERNATIONAL RETURNS: Please note that if you wish to return your order for exchange or refund the enclosed copy of the Commercial Invoice must accompany the shipping documents on the outside of the package. Failure to enclose this document may lead to customs charges for which you will be responsible. You MUST mark your package clearly with the words 'RETURNED GOODS'. This ensures that UK customs authorities do not charge import duty. If your package is not clearly marked with correct paperwork enclosed and duty is charged it is regrettable that agnes & norman will refuse delivery. Note: Returns using FedEx will NOT be accepted as invoice duties are issued after the package has been delivered.

Please note that customs charges may apply to your exchange, we have no control over any charges and unable to predict what they may be – they are not covered by the delivery charge. Customs charges and import duties are raised when the package has reached its destination and any charges must be paid for by you. We recommend that you contact your local customs office for further information before requesting an exchange. Within the UK we are happy to offer free outgoing postage on your first exchange.

I have read and understand the terms and conditions regarding my international exchange and I hereby authorise agnes & norman to take payment for the appropriate delivery charge (for full price information please visit our website).

Signature: _____ Name: _____ Date: _____



Please
affix
correct
postage

agnes & norman
c/o Rachel Simpson Ltd
23 Castle Road
Kings Norton Business Centre
Birmingham
B30 3HZ