

# Returns Advise



<b>Customer Details</b> _____ _____ _____ _____ _____	<b>Order Information</b> Invoice Number: _____ Invoice Date: _____  Order Number: _____ Order Date: _____
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## Refund Instruction

Please complete the form below and return it with your item(s) using the return label attached.

### To complete the form:

- 1) Enter the quantity you are returning against the relevant order line on the Returns Note.
- 2) On the same order line, circle a return reason letter code from those listed.
- 3) If you require a new size or color, please re-place your order at [www.petshopdirect.co.uk](http://www.petshopdirect.co.uk) as we are not able to exchange the item/s.

Item code/ Description	Colour	Size	Quantity Returned	Return Code					Comments
				A	B	C	D	E	
				A	B	C	D	E	
				A	B	C	D	E	
				A	B	C	D	E	
				A	B	C	D	E	

### Return Reasons Code:

**A** – Wrong size.  
**B** – Item is faulty.  
**C** – Unwanted.

**D** – Product was not ordered.  
**E** – Other \_\_\_\_\_

Please return items in their original, unused, unworn, and undamaged condition, complete with all original packaging and tags, within 60 days of receipt.

If you have a faulty item, please get in touch with us at [info@petshopdirect.co.uk](mailto:info@petshopdirect.co.uk) to authorise the return and provide you with a free Royal Mail return label. Items that have been used and become faulty outside of the warranty are not refundable.

If you have asked for a refund, we will refund your original payment method (i.e. Credit/Debit card or PayPal). Please allow up to 5-10 days for any refunds to appear in your account.



## Customer Returns

ECOMDIRECT LTD / Petshop Direct  
Unit 6, 71 Mead Lane, Hertford,  
SG13 7AX

POSTAGE  
REQUIRED