

Returns Advise



Customer Details _____ _____ _____ _____ _____	Order Information 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 colour please re-place your order at 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 an unused, unworn, and undamaged condition in its original packaging and all tags attached within 30 days of receipt.

We do not provide refunds and free returns for unsuitable items. Items that have been used and become faulty after the purchase are not refundable.

For the returned faulty items we will refund you the full cost including delivery charges, please send your postage receipt with item(s) back to us.

If you have asked for an exchange or replacement, we will inform you by email when the replacement item have been processed by our warehouse team. If, for any reason we are out of stock of an item, you will be offered a refund.

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 16E Mimram Road, Hertford
SG14 1NN

POSTAGE
REQUIRED