

AFFIX  
POSTAGE  
HERE

**RETURNS DEPARTMENT  
URBAN33 LTD  
13A VICTORIA ROAD  
WELLINGBOROUGH  
NORTHAMPTONSHIRE  
NN8 1HN**



**RETURNS FORM**

1. PRINT THE ENTIRE SHEET ON A4 PAPER 2. COMPLETE THE FORM 3. CUT ALONG THE DOTTED LINE AND FIX THE TOP HALF TO THE ENVELOPE 4. PLACE FORM AND THE ITEMS IN THE ENVELOPE 5. DON'T FORGET TO PAY FOR CORRECT RETURN POSTAGE!

**NAME**

**WEBSITE**

**ORDER NUMBER**

**ORDER DATE**

**TELEPHONE NUMBER**

**EMAIL ADDRESS**

QTY	PRODUCT CODE	PRODUCT DESCRIPTION	PRICE	REFUND? (TICK)	EXCHANGE? (TICK)	EXCHANGE FOR ....	REPLACEMENT SIZE	REASON CODE	REASON FOR REFUND OR EXCHANGE CODES
1	E44	BLACK STAINLESS STEEL EARRINGS 6MM	7.99		✓	£23 - stainless steel pirate earrings	N/A	5	1 - TOO BIG 2 - TOO SMALL 3 - DOESN'T FIT 4 - DAMAGED 5 - STYLE DOESN'T SUIT 6 - NOT AS EXPECTED 7 - INCORRECT ITEM

Urban33 Ltd offers a no quibble 30 day returns policy on all goods, except special orders or bespoke items, body jewellery and all earrings due to health & hygiene on these products. Simply print off this form and send it back with the correct postage paid within 30 days of your order

Once we receive the item a refund will be given, this excludes return postage costs from and to us and will be made within 72 hours. We advise customers that when returning items they should use an insured postal service as per distance selling regulations the item is your responsibility until returned to us.

If you receive an item and it has been damaged, where possible please sign as damaged and then notify us within 48hours by phone on 01933 624084 (Monday - Friday 9am - 5pm). If we do not hear from you within this time we cannot take responsibility for this. We may ask you to provide proof that the item is damaged and on some occasions ask that the item is returned to us and if this is required we will refund return postage.

**WWW.URBAN33.CO.UK - Online Retailer**  
Urban33 Ltd accepts no responsibility should your item be damaged or lost in the post on it's return to us - We suggest you send valuable items back using an insured postal service.