Returns Request Form

P5 USE ONLY

RMA Number

Customer Name	**Date of Purchase**
Account Number	**Order Ref Number**
Email Address	**Telephone. No.**

To return any product you will need a Return Merchandise Authorization (RMA) Number. Without an RMA Number, no refund or replacement will be given.

Details that you need in order to complete an RMA request include your name, order reference number, item number & item description.

Once an RMA Number has been issued, you can return the goods to us – using a traceable carriage method e.g. Royal Mail recorded delivery.

Please e-mail us with the tracking details of the return. You are responsible for the cost of returning the goods to us.

Unwanted items must be returned unworn / used and with any seals intact within 14 days.

Please note: underwear, swimwear, items of a personal intimate nature and any opened software or DVD's are non-returnable.

Reasons Codes For Return Request:

Please use the appropriate reason code for each product returned.

10 - Wrongly ordered	40 - Material/fabric/finish defect - please explain below
11 - Bought twice	41 - Article defective - please explain below
12 - No longer needed	42 - Doesn't work (DOA) - please explain below
20 - Delivered incomplete	43 - Fault after care- please explain below
21 - Wrong item delivered	44 - Article incomplete - please explain below
22 - Delivered twice	50 - Size - Too small/tight
30 - Not Liked - Shape/Cut	51 - Size - Too large/loose
31 - Not liked - Colour/Pattern	52 - Size - Too short
32 - Not liked - Material	50 - Size - Too Long
34 - Not liked - Equipment/Features	60 - Other - Please clarify below

Important: When returning goods, please quote the quantity and reason code.

Item No:	Item Description :	Qty	Code

Details:

Any returned items that have any signs of abuse or intentional damage will be refused and returned to sender at senders cost.

For items returned in a non-resalable condition (unless faulty) P5Trading reserves the right to levy a 15% Re-stocking fee for admin costs.

If a product is returned to us, which subsequently proves to have not originated from us, then no refund or replacement will be sent.

You are responsible for the cost of returning the goods to us, refunds on postage will not be given under any circumstances.

PLEASE SEE OUR WEBSITE FOR OUR FULL RETURN POLICY & TERMS OF SALE

PLEASE E-MAIL TO CUSTOMER SERVICES OR FAX FORM BACK TO 01252761001