

* ORDER #	
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Name: _____

I am using: Hermes Returns [] Collect+ [] Own postage []

Return reasons: 1. Too big 2. Too small 3. Doesn't suit me 4. Ordered more than one size 5. Not as expected 6. Wrong item 7. Poor quality / faulty

Qty	Product code	Description	Refund	Exchange Please state <u>size</u> and <u>colour</u> wanted	Reason for return (EG. 1)

You may return an item that is in its original resalable condition for refund or exchange within **30 DAYS** of receiving it.

1. Write your order number in the top left box – ***Without this we cannot identify the return & your refund may be delayed.**
2. Fill out the returns form with the details of items being returned, specifying whether you would like a refund or exchange – **We are only able to exchange for the same item in a different size/colour.**
3. Choose a returns service:

HERMES RETURNS

Have your parcel collected from home or work on a day of your choosing (Mon - Sat). You can also drop your parcel off at a local shop.

Print your pre-paid label and book your collection at hermesparcelreturn.co.uk

You will need the barcode on your original packaging, or the email address that you placed your order with, plus your delivery postcode.

COLLECT+

Drop your parcel off at thousands of local shops nationwide.

Print your pre-paid label at collectplus.co.uk/tokyolaundry

Find your nearest drop off point & give your parcel to the shopkeeper. They'll scan it and give you a receipt with your tracking on.

Please note that our pre-paid returns services are subject to a fee of £2.99. This is pre-paid for your convenience, so you can just print your label and send your parcel off. The fee will be deducted from your refund.

If none of our returns services are suitable for you, you can return the parcel directly to:

Tokyo Laundry Returns, Unit 14, Park Seventeen, Whitefield M45 8FJ

We recommend a recorded service, and to keep your proof of postage, as the parcel is your responsibility until it reaches us.

We aim to process your refund or exchange within 3-5 working days of receiving your parcel back to us.

EXCHANGES

We are happy to offer exchanges, however we recommend that instead you place a new order for the replacement item and return the original for a refund. This ensures you receive your new item promptly, and guarantees the stock is available.

If for any reason you have received a wrong or faulty item, please email us so we can resolve this as quickly as possible for you. For this and any other questions you can email us at customerservices@tokyolaundry.com

This returns policy does not affect your statutory rights. Full terms and conditions available at: tokyolaundry.com/returns