

EASY PEASY RETURNS

Here on Planet Frugi we want you to be as happy as Larry when you receive your order, but we know that you may wish to send something back.

RETURNS AND EXCHANGES

If you wish to return or exchange something please return the item to us within **60 days** of receipt for full price items, and **21 days** of receipt for sale items. Please return items in the same condition you found them: unworn, unwashed, and with labels still intact and attached. *(Please note that we can only exchange for a different size of the same item.)

Personalised products are non-returnable. However if the product is deemed faulty or we have made a mistake with the personalisation, we will ensure that this is resolved.

To return your item - as easy as 1, 2, 3...

1

FILL IN THE RETURNS FORM INSIDE

Tick whether you would like a refund or exchange and write the reason code next to the item you are returning.

2

PACK UP YOUR ITEM(S)

Pop the items in a parcel with the completed returns form and stick the peel off address label on your package.

3

RETURN VIA ROYAL MAIL

Nip down to your local Post Office to send the parcel - don't forget to ask for a receipt as proof of your return.

Need more help?

Give us a call on +44 (0)1326 572828 or email us info@welovefrugi.com. For more information please refer to the T&Cs on our website: welovefrugi.com/returns



THANK YOU FOR YOUR ORDER

This is your receipt



welovefrugi.com



ORDER NUMBER:
CUSTOMER NUMBER:
ORDER DATE:

NAME:
ADDRESS:



QTY	PRODUCT CODE	DESCRIPTION	SIZE	LOC	UNIT PRICE	NET PRICE	VAT	TOTAL INC VAT	TICK ONE			
									REFUND	EXCHANGE	NEW SIZE	REASON CODE
PACKED BY:				TOTAL:								

- Reason for return:**
- I ordered the wrong size/age
 - I've changed my mind
 - Product was faulty/damaged*
 - Frugi sent me the wrong item*
 - Looks different to image on site
 - Ordered more than one size
 - Other _____
- *If you are returning a faulty or mis-packed item please call +44 (0)1326 572828 and we will give you a freepost address.

PLEASE DELIVER TO:

Frugi, Wheal Vrose Business Park, Helston, Cornwall TR13 0FG

RETURN TO:

Wheal Vrose Business Park,
Helston, Cornwall
TR13 0FG

