



CASTORE

RETURNS & EXCHANGES FORM

REASONS FOR RETURN

- 1 ITEM TOO SMALL
- 2 ITEM TOO LARGE
- 3 ITEM FAULTY OR DAMAGED
- 4 WRONG ITEM RECEIVED
- 5 WRONG ITEM COLOUR / SIZE
- 6 NOT AS EXPECTED

NAME: _____

ORDER NUMBER: _____

Need to return or exchange an item? No problem! Please follow the link below to create a prepaid Royal Mail return label:

www.royalmail.com/track-my-return/create/2857

You can then drop off the parcel at your local Post Office. Products must be unworn and unwashed, and returned within 28 days of purchase.

RETURNED ITEM(S)

EXCHANGE FOR

REASON	ITEM	COLOUR	SIZE	NEW ITEM	COLOUR	SIZE	REFUND
<input type="checkbox"/>							<input checked="" type="checkbox"/>
<input type="checkbox"/>							<input checked="" type="checkbox"/>
<input type="checkbox"/>							<input checked="" type="checkbox"/>
<input type="checkbox"/>							<input checked="" type="checkbox"/>
<input type="checkbox"/>							<input checked="" type="checkbox"/>
<input type="checkbox"/>							<input checked="" type="checkbox"/>

INTERNATIONAL RETURNS

For all orders sent outside the United Kingdom please refer to our Global-E Portal link below, to initiate a return:

web.global-e.com/returns/portal/oQKN

If the new item has a lower price than the original product purchased, we will refund your original method of payment accordingly. If the new item has a higher price, a customer representative will contact you to settle the difference. Typical turnaround time for exchanges is about 7-10 days once the item(s) are received.

SEND ALL RETURNS TO:

CASTORE
UNIT 16 - 18
CARROCK ROAD
BROMBOROUGH
WIRRAL
CH62 3RA

POLICY

Items should be returned within 28 days of their delivery date, unused and with all garment tags still attached. Our Castore packaging is considered to be a part of the product(s) and must be returned with the goods. This is also to ensure that the product(s) arrive back to us in a suitable and undamaged state. Returns that are damaged or soiled may not be accepted and may be sent back to the customer and/or refused a refund. For any enquiries please email returns@castore.co.uk and we will happily get back to you within 24 hours.