

## ONU DESIGNER WEAR RETURNS FORM

**For a Full Refund or Exchange within 30 days of purchase please follow the simple steps below. Xmas Gifts Extended Returns 14<sup>th</sup> January.**

Fill in this returns form below by entering your order number WEB??? and tick your reason for returning A, B, C, D, E, (please tick appropriate reason)

Name:

Date of Order:

Order reference number: WEB

A = Refund

B = exchange (Please use contact details below)

C = Damaged item (Please use contact details below)

D = Wrong item received (Please use contact details below)

Pack the item/items carefully to make sure they don't get damaged in transit. Use the original packaging your order arrived in if possible, the products should be returned in the same condition in which you received them unworn with **all security tags attached (Black Ribbon & Brand Swing Tags)** Keep in mind we reserve the right to refuse the returned products and send them back to you if the products have been worn or have the security tags removed. Remember to include this return form in the package.

We do not offer free returns please pay for your return shipping.

Ship the package to us using a tracked or signed delivery service and keep the receipt and tracking number safe for future reference if needed.

**For an Exchange or Faulty/Damaged Items please contact us on the details below.**

**UK: 0121 277 4922 Outside UK: +44 121 277 4922 or email us on [info@onudesignerwear.com](mailto:info@onudesignerwear.com) Our customer service hours are Monday – Friday 10am – 5pm (UK Time)**

**Please return the package to the address below**

*ONU DESIGNER WEAR UNIT S13 HASTINGWOOD INDUSTRIAL PARK  
WOOD LANE, BIRMINGHAM B24 9QR UNITED KINGDOM*