

ONU DESIGNER WEAR RETURNS FORM

You are entitled to a full refund or exchange **within 30 days**.

For exchanges or faulty items ONLY please contact us on:

UK: 0121 277 4922 / Outside UK: +44 121 277 4922 / Email: info@onudesignerwear.com

Our customer service is open Monday - Friday 9am - 5pm (UK time).

Please fill in the form below so we can process your refund/exchange as quickly as possible.

Please tick (✓)

Name: _____

Refund

Order No: _____

Exchange

Product Code	Size	Quantity	Reason for return (Please see list to the right)

Return Reason Code:

1. Doesn't fit me
2. Doesn't suit me
3. Change of mind
4. Faulty/damaged
5. Poor quality
6. Incorrect Item
7. Arrived too late
8. Other reason

Please repackage the items carefully and use the original packaging if possible to avoid items being damaged in transit.

All items **MUST** be returned in the same condition you received them; **unworn with all tags still attached (black security ribbon and brand swing tags)**.

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

Please note:

- We reserve the right to refuse the returned products if they violate the returns/exchange policy.
- You are responsible for any costs associated with returning your items to us, and that the goods are **your responsibility** until they reach our online store.
- **We recommend using a tracked delivery service.** Make sure you get a receipt and proof of postage from the Post Office/courier you are using. **Please keep this for future reference.**

Please return to the address below:

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