

## SWATCH RETURNS FORM

For online orders only – Please print this page

Customer name:	
Order number:	
Returns authorisation code:	

Product name/reference	Action – refund/exchange	Exchange name/reference	Reason code	Reason for refund code
				1 – Looks different to image on site
				2 – Poor quality/faulty
				3 – Doesn't suit me
				4 – Incorrect item received
				5 – Parcel damaged on arrival
				6 – Parcel arrived late

### Delivery and Returns Note

Need to return something?

Simply fill in the form and send it back to us with the item/s, in their original condition. Please follow the steps below within 14 days of receiving your delivery:

1. Next to the products listed above, select one of the reason codes against your return.
2. If you require an exchange please write the name/reference please take note we can only exchange your product for another of the same value or lower. If a product of a lower value is selected as a refund, the remaining balance will be refunded.
3. If you require a product of a higher value please re-order and return it for a refund.
4. The return address is as follows –

SGEC  
PO BOX 62430  
LONDON  
E16 2XD

5. We recommend you to use a secure delivery method which requires a signature such as Royal Mail recorded or special delivery. We do not accept responsibility for products lost or damaged in the post.

For more information or help at any time, please email us at [e-commerce@uk.swatchgroup.com](mailto:e-commerce@uk.swatchgroup.com) or call us on 02070532514.

Thanks, Your Swatch Online Team