

**RETURNS INSTRUCTIONS**

Returns Policy - If you are not happy with your purchase you may return it to us within 21 days of receipt for an immediate replacement or refund. Hosiery and accessories removed from their packaging are not returnable. This does not affect your statutory rights.

Please be advised that Top Trolleys cannot be held responsible for returns parcels lost in transit. It is the sender’s responsibility to ensure parcels are adequately insured. If you need an immediate replacement please place a new order, which will be charged and a refund will be processed on receipt of your returns parcel. We will notify you via e-mail when we have processed your return.

<b>TOP TROLLEYS RETURNS SLIP</b>		<b>ORDER NO</b>	
<b>DATE</b>			
<b>CUSTOMER NAME</b>			
<b>WEBSITE PRODUCT/DESCRIPTION, COLOUR AND SIZE</b>		<b>RETURN QTY</b>	<b>REASON CODE</b>
<b>REASON CODE</b>		<b>ACTION REQUIRED</b>	
Product wrong size	A	Replacement	1
Wrong product received	B	Refund	2
Returning alternative	C	Exchange	3
Goods faulty	D		
Other – please give details below	E		
<b>If returning faulty product please state fault below</b>			
<b>Replacement product(s) required and colour</b>	<b>SIZE</b>	<b>QTY</b>	<b>UNIT PRICE</b>
Checked By: (office use only)			

Return the parcel with this completed returns slip to the following address: -

**Caprice, Guardian centre, Drummond street, Rotherham S65 1DD**

Please note your order number on the outside of the parcel