



RETURNS FORM

Big Fish Clothing
(Caprice)
Guardian Centre
Drummond Street
Rotherham
S65 1DD

Tel: +44 (0)845 680 1008

Email: info@bigfishclothing.co.uk
Web: www.bigfishclothing.co.uk

ORDER ID:

Dear Customer,
We apologise for you finding the ordered item(s) unsuitable. If for any reason you are not entirely satisfied with any items you have purchased then it may be returned for a refund or exchange.

All the following requirements must be met in order to qualify for returns:
- The item(s) must not have been worn
- All the tags must be attached to the item(s) as before
- The item(s) should be wrapped in their original packaging
- The item(s) are still within the 21 days of receipt (date of delivery)

Should the item(s) be faulty, return them to us and we will dispatch a replacement immediately provided that we can find a genuine fault and you return the item(s) straight away.

At present we do not have a free returns service. Should you need to return any item(s), please return via your local post office. **Always obtain a receipt as proof of return/posting.** For all goods over £20 we recommend that you also purchase additional insurance, as we cannot be held responsible for items that fail to reach us.

To assist us in processing your refund or replacement, please complete the following forms with the appropriate details and return this form with the item(s) you wish to return or refund.

ORDERED BY

Name: _____
Address: _____

Postcode: _____
Daytime Tel: _____
Email: _____
Signature: _____

I WOULD LIKE A REFUND / EXCHANGE (delete as applicable)

RETURNED ITEMS					EXCHANGE REQUIRED				
BRAND / ID	COL	ITEM DESCRIPTION	SIZE	QTY	BRAND / ID	COL	ITEM DESCRIPTION	SIZE	QTY

Reason(s) for Return: Please tick the appropriate boxes and add any comments you may have.

Faulty Colour Sizing Wrong Item Other Reason(s)

Comments: _____

Please Ensure:

- 1) You have entered your Order ID and Details (e.g. Name & Address)
- 2) That you have clearly marked whether you want a refund or exchange.
- 3) You have ticked at least one box that corresponds to reason(s) that you are returning any item(s)
- 4) That you have written any comments you may have in the space provided.
- 5) You have cut out our Address (as provided below) and attached it to the parcel(s) you are returning.

***Note: If all fields are not filled in correctly, this may cause a delay in your refund or exchange.**



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