



## Returns Form

You may return an item to us for an exchange or refund providing that:

1. You return the item to us within 28 days of receiving your order
2. The goods are re-saleable, unused and in their original packaging with all tags and labels intact
3. If any item is incorrect, faulty or damaged on receipt, please let us know immediately when you receive the item by emailing [returns@hippychick.com](mailto:returns@hippychick.com) or calling 01278 434440

We cannot accept your return if:

1. This form is not completed and returned alongside the item/s
2. Your item/s is a piece of clothing that has been laundered in a manner other than the recommended instructions
3. Your item/s is anything from our bedding protection or Dream Tube range that has had its original packaging opened

Please supply the following information and return with your item/s:

Order number	SO
Name	
Daytime phone number	
Email	
Postcode	

Return reason codes:

1	Size not right	5	Unsuitable / Don't like - please add note
2	Arrived too late	6	Wrong item sent
3	Colour not as expected	7	Quality - please add note
4	Damaged / Faulty - please add note	8	Other - please add note
Notes:			

Item/s returned:

Item Code	Qty	Description	Reason Code	Exchange/Refund	Value

Exchange item/s required: - there is no additional postage to pay for exchanges

Item Code (see website)	Qty	Description	Reason Code	Exchange/Refund	Value

Please note that HippyChick Ltd is unable to pay for the cost of returning goods, unless they are faulty, damaged or incorrectly dispatched. We cannot accept responsibility for returned items which do not reach us. Therefore, we recommend that you send returns via the Post Office by Recorded or Special Delivery, retaining your proof of postage. This returns policy is in addition to your Statutory rights. We do process returns as fast as possible, however during busy times, if you urgently need replacement items, we suggest you place a new order on our website [www.hippychick.com](http://www.hippychick.com).

Items must be returned to: HippyChick Ltd Returns, 1 Roberts Drive, Bridgwater, Somerset, TA6 6BH