



## RETURNS FORM

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

1. You return the item to us within 28 days of receipt with this form
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.

**Email: [returns@hippychick.com](mailto:returns@hippychick.com)**

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

Invoice Number :	
Customer/Company Name:	
Daytime phone number:	
Email address:	
Postcode:	
Please send proof of Purchase:	

### RETURN REASON CODES:

<b>1</b> Too big/Too Small	<b>5</b> Damaged/Faulty – please add note	<b>7</b> Company –ordered for choice
<b>2</b> Arrived too late	<b>6</b> Unsuitable/ Don't like – please add note	<b>8</b> Quality – please add note
<b>3</b> Colour not as expected	<b>7</b> Wrong item sent from order	<b>9</b> Other – please tell us.

NOTES:
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Please note that Hippyck Ltd is unable to pay for the cost of returning goods, unless they are faulty, damaged or incorrectly despatched. 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.hippyck.com](http://www.hippyck.com)

### ITEMS RETURNED

ITEM CODE	QTY	Description	Reason code	Exchange /refund	Value

### EXCHANGE ITEMS REQUIRED – there is no additional postage to pay for exchanges

ITEM CODE (see website)	Size	QTY	Description	Value
<b>TOTAL VALUE REQUIRED</b>				
<b>BALANCE TO PAY/REFUND</b>				

### Goods must be returned to:

Hippyck Ltd - RETURNS  
 1 Roberts Drive  
 Taunton Road  
 Bridgwater  
 Somerset TA6 6BH

OFFICE USE ONLY	
Date Return Received:	
Order/Credit Note Number:	
ACT Updated:	
Action Required	
Date Completed:	