

CUSTOMER RETURN INFORMATION

ORDER DATE	ORDER NUMBER

CUSTOMER NAME	PHONE NUMBER	EMAIL ADDRESS




QTY	PRODUCT NAME	COLOUR	SIZE	REFUND	EXCHANGE	NEW SIZE	REASON CODE	REASON CODES
								1 – No longer required / Unsuitable
								2 – Orderd more than one for choice/fit
								3 – Arrived too late
								4 – Incorrect item sent
								5 – Faulty / Damage
								6 – Too Big
								7 – Too small
								8 – Too Long
								9 – Too Short

Please Note

- Items must be returned in the original packaging with tags attached within 14 days from the date of purchase
- All returns are at the customers expense, unless an error has been made at the dispatch stage.
- We aim to process all refunds within 14 days of receipt, however, during busy periods please allow an additional 3-5 days.
- Once a refund has been placed please allow a further 3-5 working days for it to reflect in your account.
- All refunds are processed via the original payment method.

NUCENTZ CLOTHING CUSTOMER RETURN INSTRUCTIONS

Whatever the reason, returning your item back to us couldn't be easier. Simply follow the steps below to ensure you get exactly what you want

1 . RETURNS NOTE	2. WRAP ITUP	3. POST IT
Simply fill out all the relevant criteria for the item(s) you wish to return to us	Using the original packaging, wrap up the items you wish to return, including this returns note.	We recommend a tracked service to return the package to our returns address displayed at the bottom of this page.
		

RETURNS ADDRESS - NUCENTZ CLOTHING RETURNS, Long Acre Cottage, School Road, Toot Hill, Ongar Essex. CM5 9PU

For all enquiries please email help@nucentz.com