

RETURNS FORM

Please follow these simple steps if you'd like to return an item. Unfortunately we're unable to process any returns that haven't followed this procedure, so please double check that you've completed all elements of the form.

Please follow the below procedure for returns:

- 1: Call us on 020 8830 8030 to get your Returns Authorisation Number. In the very unlikely event that your products are faulty, or that there is a problem with your order, we will send you a Freepost address label.
- 2: Complete all the information below.
- 3: Package your items securely. If we have given you a Freepost label please attach this, if not please return it to Customer Services, iiaa Ltd, 12 Priestley Way, London, NW2 7AP.
- 4: Include this form in the packaging with your returned items.
- 5: We recommend that you obtain proof of postage from your Post Office before sending any items back to us.

PLEASE NOTE THAT WE CANNOT PROCESS ANY RETURNS THAT HAVE NOT FOLLOWED THIS PROCEDURE.

Name	
Contact Number	
Email Address	
Returns Authorisation Number	
Order Number	

1: Choose reason for returning items: please place an "x" in the relevant box

Unwanted Incorrect Item Damaged
Faulty Wrong Size

If faulty, please describe details of the fault

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2: List the items to be returned below:

Product Description	QTY	Refund/Replacement Required