

## Returns/Exchange Form

To return your goods, please follow the instructions below:

1. Complete the whole the form.
2. Place your TrimSoles in the clear TrimSole® bag they came in and ensure all labels are still attached to the TrimSoles. Pack in the mailing bag or box and enclose your complete Returns Form and return to:

Direct Beauty Products Limited  
 TrimSole Returns  
 Manor Farm Barns, Fox Road  
 Framingham Pigot  
 Norwich  
 NR14 7PZ

3. Send your returns via Royal Mail Recorded / Special Delivery or a secure insured carrier that will provide proof of delivery.

## Returns Policy

### IMPORTANT INFORMATION:

\* We are pleased to refund unworn and unmarked goods (with original packaging and in a saleable condition) within 30 days of the purchase date. On receipt of the returned goods we endeavor to process refunds within 30 days. You will be refunded the cost of the goods only. Please complete the information below.

\* **We only exchange items if they are faulty or if you received an incorrect item.** If you need to exchange the size you would need to first return the item/s for a refund and then re-submit a new order. If we exchange your faulty/incorrect item we will send your goods out free of charge. If we give you a refund for your faulty/incorrect item received we will also refund the postage you originally paid.

\* For Faulty and Incorrect Items Received please call us first on: Customer Service : 0800 048 49 59 Monday to Friday 9am to 5pm.

Customer Order Ref.
Name
Address .....
Postcode
Telephone No.
Signature
Date

## Reason for Returning Goods

1. I would like to receive a refund for the unworn item I am returning\*.
2. The item I received is faulty and I would like a replacement.
3. The item I received is faulty and I would like a refund\*.
4. The Item I received is not what I ordered and I would like to receive the correct item.
5. The item I received is not what I ordered and I would like a refund\*.

## Tick Box

  
  
  
  


## Detail of Product being Returned

QTY	Product Code	Description	Price	Refund	Exchange because faulty	Exchange - Wrong Item Recieved Replacement Size	Exchange - Wrong Item Recieved Replacement Colour	Reason Code	Reason for Refund or Exchange Code:
				Please Tick	Please Tick				
				Please Tick	Please Tick				B - Too Small
				Please Tick	Please Tick				C - Not Liked
				Please Tick	Please Tick				D - Material
				Please Tick	Please Tick				E - Colour
				Please Tick	Please Tick				F - Ordered more than 1 size
				Please Tick	Please Tick				G - Arrived to late/Cancelled
				Please Tick	Please Tick				H - Poor Quality
				Please Tick	Please Tick				I - Faulty Item
				Please Tick	Please Tick				J - Incorrect Item Received

Faulty Items - please explain in as much detail as possible below the fault with the item received:

## REFUNDS - Only complete if your original payment was made by cheque.

In the unfortunate event that we have to issue you with a refund, we will issue the refund via BACS payment direct into your Bank Account. In order for us to do this we require your bank account details. Please complete the following information carefully. Failure to complete the below information correctly will result in a delay in issuing the refund to you. We endeavour to process refunds as quickly as possible, but please allow up to 30 days for us to process a refund and for it to appear in your bank account. **PLEASE NOTE: WE DO NOT ISSUE REFUNDS VIA CHEQUE.**

### Please complete fully:

First Name: ..... Last Name: ..... Name as it appears on account:.....

Sort Code: ..... / ..... / ..... Account Number:.....

**For your peace of mind, after refunds have been issued we will destroy your bank details.**

### ALL RETURNS TO BE SENT TO:

Direct Beauty Products Ltd. TrimSole Returns,  
 Manor Farm Barns, Fox Road,  
 Framingham Pigot, Norwich, NR14 7PZ

### PLEASE ENSURE YOU ENCLOSE THIS RETURNS FORM WITH THE ITEM YOU ARE RETURNING.

### Thank you.

Please visit: [www.TrimSole.com/returns](http://www.TrimSole.com/returns) for our complete returns policy