



Complete all fields and email back to customer service *prior to sending the items* — cs@ergopouch.co.uk with subject “returns and exchanges #(your order number)”.
You can fill this in digitally on your computer or mobile device, or print and scan it.

Today's date	
Your order number	
Your name	

Fill in any items below that you wish to return and select the reason for return using the following codes:

1. I accidentally ordered the wrong item
2. The item is too big
3. The item is too small
4. Item does not match description on website
5. Item is damaged or faulty
6. Do not like colour/print/style

Qty	Item	TOG	Colour	Age	Refund	Reason code
					<input type="checkbox"/> Refund	
					<input type="checkbox"/> Refund	
					<input type="checkbox"/> Refund	
					<input type="checkbox"/> Refund	
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					<input type="checkbox"/> Refund	
					<input type="checkbox"/> Refund	

Items can be returned within 14 days of receipt. ergoPouch only accept items back that are unused, unwashed, in a sellable condition and the original packaging is undamaged. Postage and handling charges are covered by the sender. We recommend using a trackable postal service as all returned parcels remain the responsibility of the purchaser until received by ergoPouch. We will be in contact once your return has been received. A refund will be issued for the product only.

If you have any questions, please contact Customer Service - cs@ergopouch.co.uk