

Returns Form

In the instance that you wish to return or exchange any items please ensure that:

- The CONTUR tags have not been removed.
- None of the items have been worn.
- Please take extra care when trying items on. If you return an item to us marked with fake tan, makeup etc we will refuse you an exchange or refund and return the item(s) back to you.
- Every item is returned within 14 days of receipt.
- If your return is posted after the 14 day period, you will only be allowed to exchange your item(s) for another item or a credit voucher for the transaction amount.

How to make a Return:

- Please ensure you obtain proof of postage, goods returned to us are the customers responsibility before they reach us.
- Please allow up to 21 working days for us to receive your items, process your return and confirm your refund amount. we'll send you an email when this has been done.
- Once we've confirmed that your return has been processed, please allow the following times for your refund to reach you, depending on your original payment method.

Bank account payments will take 3 – 5 working days

Paypal payments will take 1 – 2 working days

If you have any other questions please email returns@conturuk.com



ORDER NUMBER	QTY	ITEM NAME	RETURN REASON CODE

Include this slip with your returned items

Please give your reason(s) for returning each item, using the key below.

- | | | |
|------------------------------|--------------------------|-------------------------------------|
| A Faulty/poor quality | E Too big | J Ordered for choice |
| B Not liked | F Too small | K Incorrect item received |
| C Too long | G Fabric/material | M Arrived too late/Cancelled |
| D Too short | H Colour | |



Returns

Contur
Milburne House
9 Broomfield Road
Cheshire
SK4 4NB
United Kingdom

Please note, this return is not pre-paid.

For any help or assistance with your returns, please contact returns@conturuk.com.

Include the return table part with your returned items.