



INFORMATION ON RETURNING PRODUCTS

If for any reason you are unhappy with any item that you have purchased from us, you can return it in its original condition within 21 days of delivery for a full refund. Delivery charges will not be refunded.

Be aware we cannot offer an exchange service for online purchases. If you require a replacement item (eg size was wrong), we would advise you to make a separate order online since this will ensure the fastest delivery time. Please remember, all orders received are made to order as we carry plain stocks and then embroider or print the school logo as required.

To help us process your returns quickly, please follow these instructions;

- 1 Please complete the form below and enclose it in the package along with your returned item/s.
- 2 Each item must be in its original packaging. Returns are only accepted if the garments are unworn and have not been marked with your child's name. Labels must still be attached to garments.
- 3 Package the item(s) in a suitable manner for Royal Mail postage and address it to the store address found on your original dispatch note. This will normally be your local store or our Head Office. Addresses can be found on our website.
- 4 We recommend that when returning your parcel via Royal Mail you request a signed proof of delivery service as we cannot be held responsible for items that fail to reach us without a proof of signature receipt.
- 5 We will endeavour to process all Refunds within 10 days of receipt however at busier times such as Back to School please allow up to 28 working days. You will be notified by e-mail as soon as the Refund has been processed.

Terms and Conditions

- You can shop in confidence knowing that you can return your items within 21 days. In the interest of hygiene, we are unable to offer refunds on gum shields.
- PMG Schoolwear reserve the right to refuse a refund or exchange if we believe that the item has been worn or soiled through being incorrectly laundered, stained, damaged or torn by the wearer.
- Refunds will be credited by your original method of payment.
- Refunds on goods are subject to them being returned back in a saleable condition, or in the event of faulty goods, subject to inspection and agreement by PMG Schoolwear.
- In the unlikely event you receive a faulty or damaged item, we ask you to email: customerservices@pmgretail.co.uk within 10 days of delivery so that we can help to resolve the matter.
- PMG Schoolwear will not be held liable for any lost or damaged parcels that are being returned to the warehouse.
- In the unlikely event that you receive items which were not what you ordered, which are damaged, or are of a different quantity to that stated on your order form, we shall make good any shortage or non-delivery, replace or repair any damaged or defective goods, or refund to you the amount you paid for the items in question **provided that** you notify us of the problem by Email to customerservices@pmgretail.co.uk within 5 working days of delivery of the goods and return them to us, if we request you to. This does not affect your statutory rights

Please complete this form and include in the parcel you are returning



Order/Web sale Number:

Name on Order:

Telephone Number:

The following information can be found on your dispatch note:

Product ID	Description	Colour	Size	Qty Being Returned	Return Code (See Below)	Notes

Return Code Key:

COLOUR – Wrong colour

SIZE – Item is too big to too small

OTHER – Specify reason for return in notes

To enable us to process your refund as swiftly as possible please remember to include the following.

- **Your name and contact details**
- **Order number**
- **Completed returns form**