

# MAKE A RETURN

Feel free to contact our support team at [support@merrrch.com](mailto:support@merrrch.com)

Returns at Merrrch  
The Studio, 2A Merle Avenue  
Uxbridge, UB9 6DG, United Kingdom



Order Number

Customer Name

Order Date

Quantity

Product Name

Size

Reason Code

Quantity	Product Name	Size	Reason Code

Reason for refund

1. Looks different to image on website
2. Ordered more than one size
3. Too big
4. Too small
5. Doesn't suit me
6. Incorrect item received
7. Faulty item
8. Ordered multiple items to try
9. Changed my mind

Did you receive an incorrect item? Please fill this section:

Product Ordered

Product Received

Refund

Exchange for product ordered

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If faulty please state here

**For hassle free returns, please follow these steps:**

- Please return to the address provided on this returns form.
- We advise using a tracked and insured service.
- Keep a note of the returns tracking number.
- Please allow 10 working days from receipt of a return for us to process the refund or exchange.

**Please note:** Failure to follow this process may cause delays in processing your refund. This refund policy does not affect your statutory right. Please ensure you return the goods in their original condition within 14 calendar days from the day after the date you received your order. Any items that are personalised cannot be returned. The returned goods are your responsibility until they are delivered to our returns department.

# ***RETURNS***

**To:**  
**Merrrch**  
**The Studio, 2A Merle Avenue**  
**Uxbridge, UB9 6DG,**  
**United Kingdom**

**Order No:**  
**From:**

***merrrch***