

UK Returns Procedure Guide

For items purchased, we are happy to refund any item if you change your mind within 14 days of receipt.

Please ensure that all tags and labels are attached and intact. Visit our website to view our full Returns policy. Your statutory rights are unaffected.

When you return goods, the credit adjustment will be made to your original payment method. This refund will occur within 7-14 days of receipt of the returned parcel.

To return an item using Royal Mail Free Returns – UK only:

Place your completed Return Form inside your parcel and attach the prepaid postage label below ensuring that the original delivery label is covered (if original packaging is returned). Please ask for a receipt so that you have proof of postage. This receipt should be retained until you have received your refund as it contains the tracking details of your returned order.

If the weight is over the maximum of 5kg, please contact our Customer Care Department on 01279 432078 for assistance.

Please note, this pre-paid Royal Mail returns label can only be used once. If the label is used more than once, a £3.50 charge will be deducted from your return.

To return an item to a Zee & Co Store:

Return your online order to any of our stores for your refund to be processed at the till point. Please remember to bring your returns form and your original payment card (if applicable).

If the store is unable to process your refund in-store, they will return your item(s) to our Returns Department to be processed.

Extended Christmas Returns Policy:

Orders placed from 1st October 2020, can be returned for a refund up until 5th January 2021, subject to our returns policy terms and conditions.

Our stores will be unable to accept any online order returns on the 26th, 27th and 28th December 2020.

PLEASE COMPLETE AND RETURN WITH YOUR ORDER:

Order No: _____

Customer Name: _____

Quantity of items returned: _____

| Reason for Refund | Circle return code | If faulty, please describe fault |
|-------------------|--------------------|----------------------------------|
| Too Big | 1 | |
| Too Small | 2 | |
| Not as described | 3 | |
| Arrived too late | 4 | |
| Changed my mind | 5 | |
| Wrong product | 6 | |
| Faulty | 7 | |

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From: | | | | |