

# 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:**

We are sorry to say that unfortunately, due to COVID-19 and the closure of all retail high street stores, this option is currently not available.

We are following strict Government advice and this service will re-commence once our stores are back open.

## **Extended Christmas Returns Policy:**

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

Our stores will be unable to accept any online order returns on the 26<sup>th</sup>, 27<sup>th</sup> and 28<sup>th</sup> 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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**r48**  
**ROYAL MAIL**  
RETURN POSTAGE PAID  
LICENCE No. 556691P2

Zee & Co Ltd  
New Court Business Park  
Perry Road  
Harlow  
Essex  
CM18 7NS

From: | | | | |