



UK Returns Procedure Guide

For items purchased from our online store, we are happy to refund any item if you change your mind within 21 days upon receipt of the goods.

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.

Unfortunately, at the current time, we do not offer an exchange service. Please return the original size for a refund and replace your order online for the new size.

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 enclosed 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.

This pre-paid Royal Mail returns label can only be used once. If you wish to make more than one return on your order, please contact our customer service team who will provide you with an additional label. Please note, where an additional label is used on a single order, £3.50 will be deducted from your return.

To return an item to a Zee & Co Store:

Return your online order at 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 18th October 2021, can be returned for a refund up until 5th January 2022, 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 2021.

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	

Return Address:

Unit 1-4 New Court Business Park
Perry Road
Harlow
Essex
CM18 7NS