



RETURNS / EXCHANGE FORM

HOW TO RETURN SOMETHING TO US

If for whatever reason you wish to return or exchange any Ben Harad items you may do so within 7 days of receiving your item.

Here is how to return your item(s) to us:

1. Unless they are faulty, goods must be returned in perfect and resalable condition (unworn, unwashed and undamaged) and in their original packaging with tags attached.
2. Fill in all the details of the item(s) being returned or exchanged below, marking your reason for return / exchange and include your order reference number.

IMPORTANT – Please ensure you send your returns securely packaged, we highly advise that you obtain a proof of postage and use “signed for” service. We cannot be liable for packages damaged or lost in transit. If you do not have proof of postage we reserve the right to not issue a refund or exchange. **SALE ITEMS, HIJABS, HIJAB CAPS AND ACCESSORIES ARE NON-REFUNDABLE.** Please check our website for full T&C's.

TIMING – We aim to process all refunds and exchanges within 7 – 14 working days of us receiving the items.

CUSTOMER INFORMATION

NAME	
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ORDER NO.	
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ADDRESS	
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REASON FOR RETURN OR EXCHANGE	
Arrived too late	1
Damaged on arrival	2
Incorrect item received	3
Doesn't suit me	4
Doesn't fit me properly	5
Poor quality / Faulty	6
Ordered more than one size	7
Looks different to image on site	8

EMAIL ADDRESS (WE WILL SEND YOU CONFIRMATION AS SOON AS YOUR REFUND/EXCHANGE HAS BEEN PROCESSED)

ITEM(S) RETURNING OR EXCHANGING

Product Name	Size	Colour	Price	Exchange or Refund	Reason for return or exchange

PLEASE RETURN ITEM(S) TO:

BEN HARAD RETURNS, 458 COVENTRY ROAD, BIRMINGHAM, WEST MIDLANDS, UK, B10 0UG

customerservice@benharad.com