

# L.K.Bennett

## London

ACCOUNT NUMBER:	ORDER NUMBER:
ORDER DATE:	DESPATCH DATE:

### DELIVERY NOTE

THANK YOU FOR SHOPPING AT LKBENNETT.COM,  
WE HOPE THAT YOU LOVE YOUR PURCHASE.

If you need to contact us regarding your order, please  
call (0)20 7033 8333, or email [orders@lkbennett.com](mailto:orders@lkbennett.com)

ORDERED BY:	PAYMENT TYPE:	DELIVERED TO:

ITEM CODE:	ITEM DESCRIPTION:	SIZE:	QTY:	UNIT PRICE:	SUBTOTAL:	RETURN CODE:

TOTAL QUANTITY ORDERED:	TOTAL QUANTITY SHIPPED:

SHIPPING COST:	TOTAL:

We hope you'll love your order, but if you don't you're welcome to return it to us free of charge (UK only). Please tell us why you're returning the item/s by selecting a Return Code (listed overleaf) and writing it in the Return Code column above.

To return your order, please follow the instructions overleaf and then package your item/s, enclosing this Delivery Note, and attach the address label to the front. For safety, we recommend that you obtain proof of postage.

RETURN ADDRESS LABEL:

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## RETURNS - FREE RETURNS SERVICE (UK ONLY)

We offer a 28 day return policy with a free returns service.

**Please note:** We do not currently offer a free returns service for international orders, including Jersey and Guernsey. You can return your item(s) three ways, via Royal Mail, courier or return to store.

### ROYAL MAIL RETURN

Just follow these simple steps to return your item via Royal Mail:

1. Ensure you return your item(s) within 28 days of receipt. The goods must be returned unused, in their original, undamaged packaging
2. Complete the Return Code column on this Delivery Note and place it in the parcel
3. Attach the pre-paid returns label provided (overleaf) to the front of your parcel
4. Take your package to any post office counter and ask for a proof of postage. It is your responsibility to ensure the parcel reaches us, so you may wish to upgrade your delivery to a tracked delivery service. **Please note:** Unfortunately we are unable to refund the cost of any upgrade to your delivery service. We strongly advise that you keep hold of any tracking number that the post office gives you. We regret we cannot be held responsible for the non-delivery of returned goods.

### COURIER RETURN

If you prefer, you can return your item for free (UK only) via our courier service by following these steps:

1. Ensure you return your item(s) within 28 days of receipt. The goods must be returned unused, in their original, undamaged packaging
2. Complete the Return Code column on this Delivery Note and place it in the parcel
3. Attach the returns label provided (overleaf) to the front of your parcel
4. Contact L.K.Bennett Customer Services on +44 (0)20 7033 8333 to arrange your collection
5. Please make sure retain the returns reference number DPD give you, in order for you to trace the item during its return journey.

### RETURN TO STORE

You are also able to return your item to standalone L.K.Bennett stores within the UK. Airport stores, concessions, stores outside of the UK and outlets are not able to process web returns. To return to the store, follow these steps:

1. Ensure you return your item(s) within 14 days of receipt. The goods must be returned unused, in their original, undamaged packaging
2. Visit a participating L.K.Bennett store taking with you the credit card used to purchase the order and your delivery note. **Please note:** PayPal orders cannot be returned or exchanged in an L.K.Bennett store and must be returned via Royal Mail or courier
3. The store will refund or exchange the item(s) directly onto your card.

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### RETURN CODES

- |  |  |   |
|--|--|---|
| A. I ordered multiple sizes/colours to compare | F. It does not fit well ( <i>Tell us why</i> ) | K. The order didn't arrive in time                                      |
| B. It is too long                              | G. I do not like the style                     | L. I am disappointed in the quality ( <i>Tell us why</i> )              |
| C. It is too short                             | H. It does not look like the photo online      | M. The item you sent is faulty/damaged<br>( <i>Please state fault</i> ) |
| D. It is too big                               | I. You sent the wrong size/colour/item         | N. Other  |
| E. It is too small                             | J. I've changed my mind                        |   |

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### ORDERED ITEM IS OUT OF STOCK

If an item from your ordered is out of stock in our warehouse and has not been delivered, please be assured that you have not been charged for it. If you would still like to order the unavailable item, we would be delighted to try and source it in one of our stores. Please contact our Customer Care Team on (0)20 7033 8333 for further assistance. **Please note:** This service is only available to UK customers.

**L.K.Bennett**  
London

L.K.Bennett Ltd.  
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