

L.K.Bennett

London

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

DELIVERY & RETURNS 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 +44 (0)333 577 9900, or email customer.care@lkbennett.com

ORDERED BY:	PAYMENT TYPE:	DELIVERED TO:

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

TOTAL QUANTITY ORDERED:	TOTAL QUANTITY DELIVERED:

DELIVERY COST:	TOTAL:

RETURNS: Please see reverse for returns policy and procedure.

RETURNS

We offer a 28 day return policy.

Please note: Customers returning international orders, including Jersey and Guernsey, are responsible for the cost of return postage.

POST RETURN

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

1. Ensure your item(s) are returned and received by us 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. Take your package to any post office counter and ask for a proof of postage.

RETURN TO STORE

You are also able to return your item to standalone L.K.Bennett stores within the UK.

Please note: 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 28 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 post.
3. The store will refund the item(s) directly onto your card.

EXCHANGES

If you wish to exchange your item you must do this in an L.K.Bennett store within the UK. To exchange in-store, follow these steps:

1. Ensure you take your item(s) to store within 28 days of receipt. The goods must be returned unused, in their original, undamaged packaging
2. Visit a participating L.K.Bennett store taking this Delivery Note.
3. Any credit due will be refunded directly onto your card in-store.

RETURN CODES

- A. I ordered multiple sizes/colours to compare
- B. It is too big
- C. It is too small

- D. It does not look as described
- E. I've changed my mind
- F. Faulty on arrival

- G. Style does not suit/fit well
- H. Other (*Please tell us why*)

ROYAL MAIL RETURNS:

If returning by post, attach the label below:



L.K.Bennett Returns
Advanced Supply Chain
Unit 1-3
Eismann Way
Corby
Northants
NN17 5ZB

Post Office:
scan below right barcode

ORDERED ITEM IS OUT OF STOCK

If an item from your order 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 +44 (0)333 577 9900 for further assistance.

Please note: Unfortunately, currently this service is only available in UK stores.

Orders with multiple items may be despatched from both our distribution centre and an L.K.Bennett store. You will receive a separate despatch confirmation email and tracking number for each shipment.



lkbennett.com

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