

# OUTLAND

D E N I M

## NEED TO RETURN OR EXCHANGE SOMETHING?

No problem! Please follow the steps below **within 14 days of receiving your delivery.**

**Step 1:** Email [sales@outlanddenim.com](mailto:sales@outlanddenim.com) to notify us of your intention to return/exchange an item. We will then arrange a convenient time for our courier to collect your parcel.

**Step 2:** Simply fill in the form below and place inside the shipping box with return/exchange item/s (in their original condition) ready for collection.

**Step 3:** We'll send you an email to let you know once your refund has been issued or replacement jeans have been dispatched.

**For international returns and exchanges:** You'll need to organise and pay for your return postage, however we'll ship exchange items back to you free of charge. Please send your return via a traceable method, marking your package clearly as 'Returned Goods' to avoid delays at customs. Obtain a valid proof of postage and hold onto it until you receive your refund or exchange. If you require a refund, the purchase price will be refunded back into the bank account or credit card account as indicated by you [the customer] once we have receipt of the jeans. If you require an exchange, we will send out the new pair of jeans free of charge once we have receipt of the original pair in the condition it was purchased in.

For more information or help at any time, please email [sales@outlanddenim.com](mailto:sales@outlanddenim.com)

NAME:
ADDRESS:
SIGNATURE:

### IF YOU ARE RETURNING ITEM/S:

QTY:	PRODUCT CODE:	SIZE:	DESCRIPTION OF ITEM EXCHANGING (style name and wash - i.e. Isabel in black)	RETURN QTY:	REASON CODE:
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A - Faulty/poor quality

D - Ordered more than one size

G - Arrived too late

B - Looks different to image on site

E - Do not like colour

H - Incorrect item received

C - Does not fit properly

F - Does not suit me

### IF YOU ARE EXCHANGING ITEM/S:

QTY:	PRODUCT CODE:	SIZE:	DESCRIPTION OF ITEM EXCHANGING (style name and wash - i.e. Isabel in black)	RETURN QTY:	DESCRIPTION OF NEW ITEM (style name and wash - i.e. Isabel in black)	NEW SIZE:
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	—					
	—					