



## Returns

Do you want to return something? Not a problem.

If you are not completely satisfied with your purchase, please return the item to PL School Wear, with a Returns Form (see attached) in its original condition within 28 days of receipt to receive a full refund.

If you wish to exchange the garment for a different colour, size or style, as long as it has not been personalised, please contact us and we will advise accordingly.

email: [hello@plschoolwear.co.uk](mailto:hello@plschoolwear.co.uk)

or use our interactive chat box on our website [www.plschoolwear.co.uk](http://www.plschoolwear.co.uk)

Your original order will be credited when we receive the returned goods.

However, if you return the item to store in person, we will evaluate and swap in accordance to our Returns Policy.

Items that have been purchased for longer than 28 days, will be evaluated by our team and is not guaranteed an exchange/refund.

Please note postage will only be refunded for Incorrect/Faulty Items, not for exchanges and wrongly ordered items.

Return address: **PL Schoolwear, Unit 1 Goodchild Parkway, Sir Henry Lee Crescent, Aylesbury, Bucks, Hp18 0PE.**

### **PLEASE NOTE:**

- The goods are your responsibility until they reach our warehouse, so make sure it's packed properly and can't get damaged on the way! **For your own protection, we recommend that you obtain 'proof of postage' and use a delivery service which insures you for the value of the goods.**
- All goods will be inspected on return.
- We are not responsible for any items that are returned to us by mistake.
- We try hard to accept all returns and they don't need to be in the original box or bag, as long as they're securely packed. Where possible, returned items should include tags and any packaging.
- In the unlikely event that an item is returned to us in an unsuitable condition, we may have to send it back to you.

### FAULTY/RECEIVED INCORRECT ITEM(S)

If the item(s) you have received are incorrect or faulty, please contact us on 01296 488000 (option 2) quoting your order number, details of the product and whether you require a refund or replacement. We can then advise on the best course of action and how to proceed with your return. You have 28 days from receipt of the faulty item to return it to us.