

# TRACEY DOCKREE

## HOW TO RETURN YOUR ITEMS

**STEP 1** - In BOX A write what you are returning. Tell us why using the codes in BOX C and tick the refund column if that's what you would like.

**STEP 2** - If you would like something in exchange or you want to order something new, please complete Box B.

Please return goods unwashed, unworn and with their original tags attached, within 14 days of receiving your order. If an item is faulty or you have received an incorrect item, please email us at [sales@traeydockree.com](mailto:sales@traeydockree.com). Further details of our returns policy can be found online.

**STEP 3** - Send them back with this form enclosed.

If you use Royal Mail we recommend you get a tracking code & proof of postage as we cannot process returns that do not reach us.

You can also return by Collect+ at a store near you - see online for details.

BOX A - I am returning...						
PRODUCT CODE	DESCRIPTION AND COLOUR	Size	Qty	Reason Code	Refund	Price
TOTAL REFUND						£

BOX B - I would like in exchange or in addition...				
PRODUCT CODE	DESCRIPTION AND COLOUR	Size	Qty	Price
<input type="checkbox"/>	I am exchanging the same item for a different size or colour, so do not need to pay postage			FREE
<input type="checkbox"/>	I am exchanging for an entirely different item - UK 2nd Class FREE, UK Next Day Delivery £6.45			£
Exchanges and additional items GRAND TOTAL				£

**Please Note:** If further payment is needed, we will contact you again for your card details - for your security, we do not keep any customer card information in the office. For the same reason, please do not write any card details on this form.

BOX C - Reason for return...			
1	Doesn't fit	5	Wrong item sent
2	Doesn't suit me	6	Ordered two sizes to compare
3	Poor quality	7	Not as catalogue/web image
4	Faulty Product	8	Other, please give details
Details: <b>Please write a review online. Your feedback helps us improve the quality &amp; style of our products and our customer service.</b>			



The address for returns is:

Tracey Dockree  
Princes House  
Princes Street  
TRURO  
Cornwall  
TR1 2ES