



RETURNS FORM

IF YOU ORDERED AT TOG24.COM

1. Visit: tog24.mp-returns.com within 30 days of purchase.
2. Follow the on-screen instructions:
 - Enter your Supplier Order Number (excluding the #).
 - Enter the email address used to place the order.
3. Download your returns label – this will contain a printable label and QR code.
4. Repack the item/s ensuring that the swing tickets are attached. Fill in and enclose this form.
5. Take your parcel to your nearest Post Office. Remember to keep your proof of postage.
6. You will receive a refund confirmation via email within 7 working days of receipt of your return.

IF YOU ORDERED VIA ANOTHER WEBSITE

1. Within 30 days of purchase, fill in the form below with your order number and item/s being returned.
2. Repack the item/s ensuring that the swing tickets are attached. Fill in and enclose this form.
3. Create your own return label at: royalmail.com/track-my-return#/details/652
4. Royal Mail will email you directly with a printable label and QR code.
5. Take your parcel to your nearest Post Office. Remember to keep your proof of postage.
6. You will receive a refund confirmation via email within 7 working days of receipt of your return.

FILL IN THE FORM AND ENCLOSE IT IN THE RETURN PARCEL

NAME:

ORDER NUMBER: **ORDER DATE:**

PRODUCT NAME:	COLOUR:	SIZE:	REASON FOR RETURN:
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Cancellation rights: under Distance Selling Regulations you have the right to cancel your order up to 14 working days from the day you received the goods. Please email customerservice@tog24.com with the details of your wish to cancel, and your name and address. | Exchanges: Should you wish to exchange your purchase for another size, colour or style, we would suggest purchasing again through the website whilst sending the unwanted item back for a refund - this way you can secure the product you require before it may sell out.