

return form.

極度乾燥(しなさい)
Superdry.

RETURNING ITEMS - INSTRUCTIONS:

For further information please visit the Returns section on our Information page at Superdry.com.

- A. Fill in box 1 if you would like a refund/exchange or box 2 if you have received an incorrect item.
- B. Please make it clear if you would like a refund or exchange when completing box 1.
- C. Use the pre-printed label on your delivery note for your returns parcel - please note this is not a freepost label.
- D. Enclose this form with the items you are returning back to us. Please allow 4 working days from receipt of a return for us to process the refund/exchange.

1) I would like a REFUND or EXCHANGE for the following:

Please note: We are only able to exchange items where a different size/colour of the same item is requested. If you require a different item you will need to place a new order online and return the original item for a refund.

order no	qty	product code	refund ✓	reason code	fault if applicable	exchange ✓	reason code	fault if applicable	replacement size	replacement colour

REASON CODES:

1. TOO BIG 2. TOO SMALL 3. TOO LONG 4. TOO SHORT 5. POOR QUALITY 6. STYLE DOESN'T SUIT 7. ARRIVED TOO LATE 8. NOT AS EXPECTED 9. UNWANTED GIFT 10. ITEM FAULTY

2) I have received an INCORRECT item:

order no	product ordered	product received	refund ✓	replacement ✓

This returns policy does not affect your statutory rights. Please ensure you return the goods in their original condition within 28 days of them arriving with you. The returned goods are your responsibility until they are delivered to our returns department. For your protection, we recommend you use a postal service that insures you for the value of the goods you are returning. For further information please visit the Returns section of our website at Superdry.com.

Need to contact us? Call 01242 588098 (Monday - Saturday 9.30-5pm). Or From outside of the U.K visit our contact page on our website or email care@superdry.com.

In case you have mislaid your Returns Label, the address to send returns to is:

Superdry.com, Unit 4, Barnwood Point, Corinium Avenue, Gloucester, GL4 3HX.

**EXCHANGE DELIVERY ADDRESS:
(PLEASE ENSURE THIS IS ADDED
TO YOUR SUPERDRY ACCOUNT)**

NAME:

ADDRESS:

POSTCODE:

SDRFV002

returns policy.

極度乾燥(しなさい)
Superdry.

Superdry.com Returns Policy

If you are not completely satisfied with your purchase, simply return the item(s) to us in their original condition* within 28 days of receipt. We will issue a refund upon receipt and examination. Items should wherever possible be returned in their original (or similarly robust) packaging with a completed Returns Form.

If you require a different item you will need to place a new order online and return the original item for a refund. If you require a different size or colour of the same item, please return the item including a completed Returns Form requesting the different size/colour and we'll do our best to get one out to you upon receipt. If the new size/colour is unavailable we will refund your order and email to inform you. Return postage charges are non-refundable unless your order was faulty or incorrect.

Please return items to:

Superdry.com, Unit 4, Barnwood Point, Corinium Avenue, Gloucester, GL4 3HX.

International returns please note: If you are returning anything to us from outside the EU you must complete a customs declaration correctly indicating that the package contains "returned goods" or similar. If your parcel is stopped in UK customs and a charge levied, we will refuse payment and the package will be returned to you. Under no circumstances will we pay customs duty in order to receive back our clothes.

Please allow 4 working days from receipt of a return for us to process a refund or exchange. Once a refund is processed you will receive a confirmation email (the email will be sent to the same email address as your order confirmation). After receiving the confirmation email, please allow a further 5-10 working days for the refund to clear into your account. This time frame is dictated by your bank or card issuer and is outside of our control. Your refund will be credited to the same card or payment method with which you made your original purchase. If for any reason this is not possible, (e.g. the card has expired) we will contact you to discuss alternatives.

Faulty or incorrect item

If the item you received is faulty or not what you originally ordered, please complete your return form and return to the address above.

Due to technical processes used, it is imperative that each individual garment's washing instructions are adhered to exactly as stated on the care label.

Each garment is wash-tested thoroughly and quality-checked on each production batch prior to leaving the supplier. We cannot accept returns that have been soiled, torn or damaged due to incorrect washing or use.

Return to branch

You may return items purchased online to any of our official Cult or Superdry stores in the U.K within 28 days of receipt for an exchange or store credit**, items you wish refunded must be returned to us by post to the above address. If you wish to exchange in branch, you must present your dispatch note or a print-out of your invoice.

Part of order is missing

Regrettably mistakes can happen. If you have received your order and an item is missing, please first check your dispatch note for any indication that the item is being dispatched separately. If the item is not included on the dispatch note, it will be arriving separately. If the item is listed but not present, please email care@superdry.com quoting your order number and stating the missing item and we will investigate the matter further.

Return postage

If you are returning a non-faulty item, then the cost of returning the item to us is your responsibility. Please note the item is your responsibility until it reaches us; for your own protection, we recommend that you send the parcel using a delivery service that insures you for the value of the goods. We cannot refund return items lost in the post.

For more information about returning items to us, please see the information page at www.superdry.com, or email care@superdry.com

* When trying on items of clothing, please ensure that you are not wearing make-up, perfume/aftershave or deodorant which may leave a scent or marks on the item. We will be unable to accept the return of any item where there is evidence that these instructions have not been followed.

** If you accept a credit note from one of our branches, it can only be redeemed in one of our branches – we cannot accept credit notes through the website.