

CUSTOMER EXCHANGE & RETURNS FORM

Customer Service: 01323 745910 (should you have any further queries)



If you are not entirely happy with your item(s), or you would like to exchange or refund any part of your order, please follow the steps below within 10 days of receipt of your delivery.

1. Please fill in your order details, we will not be able to process your exchange or refund without these details, Thank you
2. Initially tick whether you would like an exchange or refund in the boxes listed below
3. We will only exchange for the same item in a different colour and / or size.
4. Select one of the reason codes for your return. **If you have received an incorrect item please mark exchange if you still require the original item.**
5. Take the return to the post office and request proof of postage. **Normal post takes up to 5 working days to reach us.**
6. Enclose this form with your parcel, and we will process your return within 24 hours of receipt.
7. Please ensure that you send the item back in the condition that you received it and in the box that it arrived in (if applicable).

YOUR ORDER DETAILS

SURNAME	ORDER NUMBER	ORDER DATE	DATE ORDER RECEIVED
→			

PLEASE NOTE:
these details must be completed, for us to process your return

ITEMS THAT YOU WISH TO EXCHANGE or RETURN FOR A REFUND

please tick as appropriate			This can be found on you product or receipt	A brief item description	New size requested	New colour requested	Please select a code from the table below
REFUND	EXCH.	QTY	ITEM CODE/SKU	ITEM DESCRIPTION	EXCH. SIZE	EXCH. COL.	REASON CODE
EG. <input checked="" type="checkbox"/>	<input type="checkbox"/>	1	TIODM00DP200R	Black Bow-Tie (EXAMPLE)	N/A	N/A	9 (see table below)
→ <input type="checkbox"/>	<input type="checkbox"/>						
<input type="checkbox"/>	<input type="checkbox"/>						
<input type="checkbox"/>	<input type="checkbox"/>						
<input type="checkbox"/>	<input type="checkbox"/>						
<input type="checkbox"/>	<input type="checkbox"/>						
<input type="checkbox"/>	<input type="checkbox"/>						
<input type="checkbox"/>	<input type="checkbox"/>						
<input type="checkbox"/>	<input type="checkbox"/>						
<input type="checkbox"/>	<input type="checkbox"/>						
<input type="checkbox"/>	<input type="checkbox"/>						

1. Item too Big	4. Item too Short	7. For an exchange	10. Arrived to late
2. Item too Small	5. Colour not as expected	8. Poor Quality	11. Item not as expected
3. Item too Long	6. Ordered to try on	9. Style does not suit	12. Incorrect item delivered

FOR OFFICE USE ONLY
Date Received:
Date Received by R.D.:
Overall Order Value (including any Discounts):
Refund Value:
Date Refunded:

You may like to cut out our returns address and attach it to your package



MY TUXEDO (Returns Department)
 UNITS 4/5 PARK VIEW
 ALDER CLOSE
 EASTBOURNE
 EAST SUSSEX
 BN23 6QE