



45 High Street, Bushey, Hertfordshire, WD23 1BD

T: +44 (0)20 8421 9488 • F: +44 (0)20 8421 9487

email: [info@djuniforms.co.uk](mailto:info@djuniforms.co.uk) web: [www.djuniforms.co.uk](http://www.djuniforms.co.uk)

Suppliers to schools, corporates, clubs & societies

## INFORMATION ON RETURNING PRODUCTS

Dear Sir/Madam,

If for any reason you are unhappy with any item that you have purchased from us, you can return it to us in its original condition within 14 days of delivery for a full refund.

**To avoid delays please re-order the replacements on-line in the usual manner.**

### **To help us process your returns quickly, please follow these instructions;**

1. Please complete the attached form and enclose in the package along with your returned item/s.
2. Each item must be in its original packaging (complete with barcode and item description label). Returns are only accepted if the garments are unworn and unmarked with your child's name. Labels must still be attached to garments.
3. **Package the item(s) in a suitable manner and address it to:**

**dj uniforms, Customer Services, 45 High Street, Bushey, Hertfordshire, WD23 1BD**

4. We recommend that when returning your parcel, you request a proof of posting certificate as we cannot be held responsible for items that fail to reach us.
5. We will endeavour to process all refunds within 10 days of receipt however at busier times such as Back to School please allow up to 28 working days. You will be notified by e-mail as soon as the refund has been processed.

### **Terms and Conditions**

- You can shop in confidence knowing that you can return your items within 14 days. In the interest of hygiene, we are unable to offer refunds on gum shields.
- dj uniforms reserve the right to refuse a refund or exchange if we believe that the item has been worn or soiled through being incorrectly laundered, stained, damaged or torn by the wearer.
- Refunds will be credited by your original method of payment and will be processed within the 28 day processing period set out by dj uniforms.
- Refunds on goods are subject to them being returned in a saleable condition, or in the event of faulty goods, subject to inspection and agreement by dj uniforms.
- In the unlikely event you receive a faulty or damaged item, we ask you to email: [info@djuniforms.co.uk](mailto:info@djuniforms.co.uk) within 3 days of delivery so that we can help to resolve the matter.
- dj uniforms will not be held liable for any lost or damaged parcels that are being returned to the warehouse.
- In the unlikely event that you receive items which were not what you ordered, which are damaged, or are of a different quantity to that stated on your order form, we shall make good any shortage or non-delivery, replace or repair any damaged or defective goods, or refund to you the amount you paid for the items in question **provided that** you notify us of the problem by Email to [info@djuniforms.co.uk](mailto:info@djuniforms.co.uk) within 3 working days of delivery of the goods and return them to us, if we request you to. This does not affect your statutory rights.



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Package the item(s) in a suitable manner for Royal Mail deliveries and address it to the following:

**dj uniforms, 45 High Street, Bushey, Hertfordshire, WD23 1BD.**

Please complete this form

Order/Invoice Number: \_\_\_\_\_ School (if applicable) \_\_\_\_\_

Name on Invoice: \_\_\_\_\_

Address on Invoice: \_\_\_\_\_

\_\_\_\_\_ Postcode: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Please complete the returns table below Date: \_\_\_\_\_

PLU	Description as per delivery note	Quantity
Reason for Return		

PLU	Description as per delivery note	Quantity
Reason for Return		

PLU	Description as per delivery note	Quantity
Reason for Return		

(Please continue on a separate sheet of paper if necessary)

To enable us to process your refund as swiftly as possible remember to include the following:

- Your name and contact details - daytime telephone number (no mobiles) and e-mail address
- Invoice number
- Completed returns form
- Copy of our delivery invoice

**Faulty Garments**

If returning faulty garments you must ensure that the item has been thoroughly cleaned as manufacturers will not accept any soiled garments.