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RETURNS FORM

Please fill your information below.

Order ID:	Full Name:
Contact Number:	Address:
Email Address:	Postcode:

Is this return intended for a Refund or an Exchange? _____

Do the items have a Print or Embroidery? _____

Please list the items you wish to return:

Please explain the reason for return.

Please be aware that all returns will be processed by our quality control department and any decision made by them will determine how your return is processed - Carriage is refundable based on the decision of the quality control department - If it is decided that the returned items do not meet our terms and conditions you will be liable for carriage for your items to be returned - If your ordered items have a custom print and matches your order confirmation they will not be liable for return - We will accept items for return within 7 days from the goods are delivered, providing:- the goods are still in the original packaging- goods are in re-sellable condition - A re-stocking charge of 25% will be charged if no replacements are required - If you have notified us of a problem with the goods within 7 days of delivery, we will (subject to clause 4) either rectify any shortage or non-delivery; replace/repair any goods that are damaged or defective upon delivery. We will not be liable to you for any loss of profits, administrative inconvenience, disappointment, indirect or consequential loss or damage arising out of any problem in relation to the goods, or delivery time-scale, and we shall have no liability to pay any money to you by way of compensation, other than any refund we make under these conditions. This does not affect your statutory rights if you are a consumer, nor is it intended to exclude our liability to you for fraudulent misrepresentation or for death or personal injury resulting from our negligence. For more information on our terms and conditions please visit our website www.hivis.net