



Returns Form

If unfortunately you have to return an item, please email us at hello@lovemysocks.co.uk and complete this returns form and place in with the item you are returning.

Date:

Invoice Number:

Customer Name:

Product Name:

Please state reason for return:

Returns Policy

Returns

All online customers have a statutory right to cancel their order at any time up to 7 whole working days after receipt of the goods, we have extended that to 14 days. Please e-mail to confirm you are cancelling your order.

I don't like my purchase

If you don't like your purchase, then this can be returned within the timescale above as long as the product is **unworn** and **in all the original undamaged packaging**. Please ensure that our returns form is enclosed and the goods packaged securely. Please ensure that you request a certificate of postage (free of charge from the post office) when sending your goods back to us.

The parcel is your responsibility until it reaches Love My Socks premises at the below returns address (label attached).

Once received, we will endeavour to refund the cost of the product to you via your original payment method within 14 days. Only outbound postage will be refunded.

Returns Policy

Faulty/damaged goods

If you receive faulty or damaged goods these must be reported within 14 days of receiving them.

If the socks have been worn, please ensure you wash them before returning to us. Please ensure that our returns form is enclosed and the goods packaged securely. Please ensure that you request a certificate of postage (free of charge from the post office) when sending your goods back to us.

The parcel is your responsibility until it reaches Love My Socks premises at the below returns address (label attached).

Genuinely faulty merchandise will be credited in full for the item, as well as original and returns postage and packaging charges, via your original payment method within 14 days.

If the product appears to have been damaged maliciously or washed in the wrong manner, we will contact the manufacture directly to ask for their expert advice and inform you accordingly. If they confirm this is the case, no refund or exchange will be given.

RETURNS ADDRESS

**Love My Socks
15 Tongue Lane
Buxton
Derbyshire
SK17 7NB**