



## › Returns Form

If you have an item you wish to return or exchange, please download your free returns label from the 'Orders' section in your account area. Enclose the completed returns form within your parcel, print off the label and attach it to the front of your package, covering the original address. Then take your parcel to your local Post Office for delivery free of charge.

If you do not have an account, you can see our returns policy and print a label online at <https://www.emp.co.uk/return-service.html>

ON-UK-05/19

Customer No.:

Invoice No.:

Name:

Address:

ZIP Code/City:

Country:

### › What are you sending back to us?

	Item no.	Description	Price	Quantity	Size	Return Code
1						
2						
3						
4						
5						

Here are the Return Codes.

**85** Item too large

**95** Item too small

**35** Ordered for comparison

**31** I don't like the material

**32** I don't like the design/cut

**61** Item is damaged

**43** Delivery too late

**42** Wrong item delivered

### › What would you like in exchange?\*

	Item no.	Description	Price	Quantity	Size
1					
2					
3					
4					
5					

\* Please note that it is only possible to exchange the same item for a different size. If you wish to replace a completely different item, we will refund the amount and kindly ask you to place a new order.

### › You picked a replacement, but it costs more?

If you are required to pay any difference as a result of your exchange, for data protection reasons, please **DO NOT** write the payment details down.

Please write down your contact telephone number and we will phone you to arrange payment.

Telephone: \_\_\_\_\_ Best time to call you? \_\_\_\_\_

If you have any questions then please contact our customer service team on **0203 885 0001**

or send an e-mail to [mailbox@emp.co.uk](mailto:mailbox@emp.co.uk)

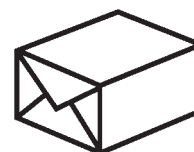
### › Do you want a refund?

We will refund you via the same means that you originally paid.

### › All completed? All safely packaged? Then send it to the address below:

**EMP Returns  
Synergy Retail Support Ltd  
Ravens Way  
Crow Lane Industrial Estate  
Northampton  
NN3 9UD, UK**

**30 days from date of order to return something. See our T&C's**



C-No.:

O-No.: