

The online store for Factory Footwear
New Portreath Road
Redruth
Cornwall
TR16 4QL

Tel 01209843815
email enquiries@schoose.co.uk

STEP 1

Name	Tel number	<p>Please fill out this form in block capitals. Complete steps 1 and 2 fully as these are required to complete the return procedure. Please also fill in step 3 if you require an exchange.</p> <p>If you need to explain in detail why you are returning a product please attach a letter to this form with your reasons.</p> <p>If you have any questions please call our customer services 10am to 5pm Mon to Fri (UK time) on 01209 843815</p>
Order number		
Address		
Postcode		
Email		

Step2 What items are you returning to us and why are you returning them ?

Item Returned	Colour	Size	Please tick box		Reason for return			
			Refund	Exchange go to step 3	Too large	Too small	Not suitable	Other reasons

Step 3: What item would you like to exchange ?(only fill in this step if you ticked EXCHANGE in step 2)

Exchange item	Colour	Size	TERMS and CONDITIONS Products can be returned within 28 days Provided that – They are unworn and with their original box , packaging and receipt

STEP 4

<p>Please place this returns form inside the box . Please do not glue Or tape the returns form to the box . Please do not glue or tape The shoe box closed .</p>	<p>Please wrap parcel securely and return to our address at the top of this page. Please keep proof of postage.</p>
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