

ALEX EAGLE

RETURNS FORM

ORDER NO.

Please add your order no. as shown on invoice.

NO.	PRODUCT NAME (Please add product name as shown on invoice.)	SIZE (Please add item's size.) (No. units returned.)	QUANTITY
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

WANT TO RETURN AN ITEM?

1. Please fill in the details in this form and make sure the item is unworn, in perfect and saleable condition, with all original tags and packaging attached and accompanied by the original sales receipt sent to you in the package.

2. For orders **within the EU**, please organise return shipment using your preferred local courier. Please note you will be fully responsible for payment of all return shipping costs.

3. For **international orders (outside of the EU)**, please email us on online@alexeeagle.co.uk and we will create a return shipping label and deduct the cost from the amount to be refunded. If you organise your own return shipment, you will be responsible for any taxes and duties incurred.

4. Items should be returned to: Attn: Online Shop, Alex Eagle Studio, 6-10 Lexington Street, London W1F 0LB

If the item returned meets our return terms, any sum debited from your credit or debit card will be re-credited to your account as soon as the goods are received and processed in the shop, excluding the initial shipping cost. Please read our terms for further information or email us at online@alexeeagle.co.uk.

TERMS: You have the legal right to return your order within 14 working days of receipt of the goods. In this case, any sum debited from your credit or debit card will be re-credited to your account as soon as the goods are received and processed in store, excluding the initial shipping cost. If you want to cancel your order, you will need to follow the procedure set out below within the fourteen days. Before placing an order with alexeeagle.co.uk you must have read and agreed to these Terms and Conditions. If you are unhappy with any aspect of these, then you should contact our customer service via email at online@alexeeagle.co.uk before placing your order with us. Alex Eagle Studio will offer a refund provided that the products are returned unused, unworn, unwashed, unaltered, in perfect and saleable condition, with all original tags and packaging attached and accompanied by the original sales receipt. We cannot accept returns of personalised or special-order items. Please note that you have a legal obligation to take reasonable care of the items while they are in your possession and we hold the right to deny returns if the merchandise returned does not meet our policy requirements. The buyer is responsible for any costs involved in returning goods. Alex Eagle Studio is not responsible for return shipping costs nor duty reimbursement in the case of international purchases. When returning items you are strongly recommended to obtain proof of posting or the relevant couriers airway bills and documentation and you are advised to arrange your own insurance. We cannot accept responsibility for parcels lost in transit. Alex Eagle Studio will, however, cover the return costs for faulty items or items that are damaged in transit to you in which case you should contact online@alexeeagle.co.uk with photographic evidence. In the case of damage incurred during shipment, we must be notified within 48 hours of delivery in order to process the return.

ALEX EAGLE STUDIO, 6-10 LEXINGTON STREET, LONDON W1F 7BE