

ISSUE DATE:

<b>ORDER ID</b>	
<b>NAME</b>	
<b>E-MAIL</b>	

<b>CUSTOMER TO COMPLETE FOR ITEMS TO BE RETURNED</b>				
<b>ITEM CODE</b>	<b>COLOUR</b>	<b>SIZE</b>	<b>RETURN QTY</b>	<b>RETURN CODE</b>

**RETURN REASON CODES:**

**A – UNWANTED, B – FAULTY, C – TOO BIG, D – TOO SMALL, E – DUPLICATE ORDER, F – INCORRECT ITEM, G – ORDERED MORE THAN ONE SIZE, H – OTHER**

<b>H - OTHER REASON</b>	
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**REFUND / EXCHANGE INSTRUCTIONS**

- 1) Enter the quantity you are returning against the relevant item line on the Returns Form.
- 2) On the same order line, input a return code listed.

**RETURN ADDRESS**

GENUS UK LIMITED T/A SELECT, 80-82 PRETORIA ROAD NORTH, EDMONTON, LONDON, N18 1SP, UNITED KINGDOM



### **EXCHANGE**

If you would prefer an exchange, item(s) can be taken in to any Select store. Or, you can ask for a credit note which has a validation period of 6 months. Please remember to bring your invoice with you.

### **REFUND**

If you would prefer a refund, inform us within 14 days and post the item(s) back within 28 days of the delivery. Please ensure that the items are returned with tags and labels intact, and unworn in a re-saleable condition.

Once we have received the parcel your return will be processed, and you should expect your refund within 14 days (this may differ during busy periods). We will consider the overall condition of the product returned prior to making a refund, and a confirmation e-mail will be sent once a refund has been issued.

Items that have been washed or become faulty after the purchase are non-refundable.

We regret that we are unable to accept returns of jewellery for piercings, or briefs for hygiene reasons unless defective in quality, description, or performance.

If you have any further queries, please do not hesitate to contact us

Via our web form online

Or by phone - +44 (0) 1923 382050

Our opening hours are

Monday to Friday – 9.00am to 5.30pm (excluding bank holidays)

### **POSTAGE**

We recommend that your parcel is sent by a recorded delivery service as there is an electronic track & trace available. We do not provide free returns for unsuitable items.

For items with general manufacturing faults we will refund the postage cost. Simply send an image of your postage receipt to customer services via our web form online quoting your order ID.

Please retain your proof of postage until you have received a refund.

Please note as per our terms and conditions of sale – only regular priced items may be returned.