How to return an item

1. Log in to your account and select “Request a return” from the “My Orders” section.

2. Click the order number containing the items you want to return and follow the “Create return” link next to the order number.

3. Select the items you wish to return and click “Create Return”.

4. Write your Returns Authorisation Number along with your name and address in the areas provided on the returns label.

5. Attach the label to the parcel and post it to us. You will need to pay for the postage.

6. No returns will be accepted without a valid returns number.

Proof of Posting

Date Stamp

Counterfoil

Return Number

Order Number

AFFIX POSTAGE HERE

RETURNED GOODS

ARCADIA GROUP LTD
Spectrum for Arcadia
Highlands Road
Solihull
West Midlands
B90 4NU
UNITED KINGDOM

Senders Details

Postcode/Zip Code

Return Number

Order Number