



Return Form / Labels

Any items being returned must be received by us within 14 days of your receipt. Items must be returned in a clean and unused condition, in the original packaging and with labels attached. Items returned must be insured by the sender as we cannot take responsibility for any items lost in the post.

We do offer a hassle-free returns service!

Hassle free returns: Our returns label service can be used once per order for your convenience.

For Exchanges - The label is FREE as long as the exchange is of the same value or higher.

For Refunds - If a refund is required (either part or full) then £5.00 will be deducted from the refund amount to cover the cost of your returns label.

Faulty or Incorrect Orders - This must be arranged in advance by emailing hello@dressagedeluxe.co.uk or calling our office Monday – Friday 9am-5pm on 01706 941 660. Once approved, if the item is returned to us and if deemed faulty, then the label will not be charged for refund or exchange. Please do not return faulty goods without prior agreement.

Return Form - Please ensure you also read and complete this form enclose it within the parcel. You can find our return form at the top of this page.

If you would like to make use of this service, please check our **returns** tab on the website.

You must have access to a printer so that you can print out the returns label.

Additional Information

Please ensure that you read and complete the below Returns Form and enclose this with the parcel.

| | | | | | |
|------|--|--------------|--|------|--|
| Name | | Order Number | | Date | |
|------|--|--------------|--|------|--|

| Qty | Item Code | Description | Exchange or Refund | Replacement Size | Replacement Colour | Reason Code |
|-----|-----------|-------------|--------------------|------------------|--------------------|-------------|
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Reason Code

1. Does not fit
2. Does not suit
3. Arrived too late
4. Unwanted gift
5. Item faulty
6. Incorrect item