

# Returns & Exchanges

Items can be returned within 21 days of receipt for an exchange or full refund (excluding any delivery and gift wrapping charges). Items must be in their original condition and packaging with swing tags still attached (no need to return gift boxes as they cannot be refunded or returned to you). We cannot accept goods that have been worn, washed, marked or damaged. Simply complete the form below and return it with your securely packaged items to:

**PJ Pan, The Steading, Balvarran, Enochdhu, Blairgowrie, PH10 7PA**

Please note that PJ Pan is not responsible for return postage and does not accept liability for goods lost or damaged in the post, so we strongly advise using a tracked and insured delivery method. Please visit [www.pjpan.co.uk/delivery-returns](http://www.pjpan.co.uk/delivery-returns) for more information on our returns procedure.

**Exchanges:** If you would like to do an exchange please complete both forms below. You will not be charged for delivery when we send your new items (applies to UK only), but any further exchanges on the same order will incur delivery charges.

**International returns:** If you are returning an item from outside the UK, please ensure you label the package as "returned goods" to avoid UK customs charges. Any charges incurred by PJ Pan will be deducted from your refund.

Please visit [www.pjpan.co.uk/delivery-returns](http://www.pjpan.co.uk/delivery-returns) to read our full returns and exchanges policy.



Customer name: \_\_\_\_\_ Order no. \_\_\_\_\_

## Returned items:

Qty	Size	Item	Reason Code	Exchange/Refund

### Reason codes

- |                           |                                |                            |
|---------------------------|--------------------------------|----------------------------|
| 1. Overall size too large | 5. Ordered for item selection  | 10. Damaged/faulty         |
| 2. Overall size too small | 6. Colour not as expected      | 11. Incorrect item ordered |
| 3. Length too long        | 7. Fabric type not as expected | 12. Other: _____           |
| 4. Length too short       | 9. Incorrect item sent         | _____                      |

## Exchange for:

Qty	Size	Item	Price	Total Price

**If you owe us a balance or are doing an exchange outside UK, please call us with your card details or include them**

Card no: \_\_\_\_\_ Exp. date: \_\_\_\_\_ CSC no: \_\_\_\_\_

Card holder's name: \_\_\_\_\_ Signature: \_\_\_\_\_