

Returns Form

Items can be returned within 21 days of receipt (14 days for Clearance items) for a full refund, excluding any delivery and gift wrapping charges. Items must be in their original condition with swing tags still attached. We cannot accept goods that have been worn, washed, marked or damaged. There is no need to return gift boxes as they cannot be refunded or returned to you.

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.

Exchanges: Due to an increase in orders and faster moving stock we regret that exchanges are not possible in November, December or January. If you require a different item please place a new order online.

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 to read our full returns and exchanges policy.



Customer name: _____ Order no. _____

Returned items:

| Qty | Size | Item | Reason Code |
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Reason codes

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|---------------------------|--------------------------------|----------------------------|
| 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 | _____ |