

Perfect FIT? EXCELLENT!

IF NOT, PARTNER RETURNS ARE REALLY SIMPLE.



1. PREP YOUR PARCEL

This parcel was sent to you by one of our partners. If you would like to send your item(s) back, please use the return slip included in your parcel.



2. RETURNS

You can return your item(s) within 30 days via EVRI or EVRI Parcel Shop.

Important: Return your item directly to our partner and not to Zalando.

For returns, please use the return label that was included in the original delivery box. Using an incorrect return label may lead to misdirected returns and consequently result in delays in processing the refund.



3. REFUNDS

A confirmation email will be sent to you once our partner has received your item(s). Zalando will process your refund.

*Lost your return slip? Further questions? Visit www.zalando.co.uk/faq