

# YOU WANT TO RETURN AN ITEM? THIS IS HOW IT WORKS!

## 1. Register your return online

<https://www.zalando.co.uk/faq/Returns-and-Refunds>

Register your return online to ensure correct processing. Select the items in your order that you want to return and state the reason for return.

## 3. Sending items

You can return the items within 30 days. Please return to one of our shipping partners using the enclosed return label and keep the proof of posting. We will cover the shipping costs for you.

## 2. Packing the items

Place the items in their original packaging in the shipping box. Stick the return label provided on the well-sealed box. **If a return label was not included in the box, if you have lost it and need a new one, you can create one yourself online.**

## 4. Refund

As soon as the return has been checked by us, you will receive a confirmation by email and your money back.

Further questions? Visit [www.zalando.co.uk/faq](https://www.zalando.co.uk/faq)

The Zalando logo, consisting of the word "zalando" in a bold, lowercase, sans-serif font.