

ME+EM

ONLINE RETURNS FORM

Please Note: Your order may be delivered in several parcels and at different times.

ORDER DATE:

DISPATCH DATE:

ORDER ID:

INVOICE TO

QTY	STYLE	PRODUCT DESCRIPTION (NAME/COLOUR/SIZE)	PRICE	TOTAL	REASON CODE	REFUND

Thank you for your purchase and we hope you love your ME+EM products. If you are not completely satisfied with any items, you can return them free of charge within 28 days of receipt of your order.

Please note: We do not offer exchange orders. Please return your order for a refund and repurchase. If you need any assistance, please contact Customer Care.

HOW TO RETURN

- 1) Use the Royal Mail free returns label included in your parcel to return your order. Adhere this label to the outside of the package covering any other address labels.
- 2) Complete the details in this form to indicate the items you are returning for a refund and include it in your parcel.
- 3) Drop your parcel to your local Post Office or you can arrange a collection by visiting <https://send.royalmail.com/collect/youritems>. You will need the 13 alpha/numeric barcode number from your free Royal Mail returns label to book your collection.
- 4) You can **track your return** by entering the barcode/tracking number from your proof of postage receipt or the email confirmation from the collection into the Royal Mail Tracking site <https://www.royalmail.com/track-your-item>.

Please keep your proof of postage safe until you have confirmation your parcel has arrived at our warehouse. For full terms and conditions please visit www.meandem.com. Alternatively, you can contact our Customer Care team at enquiries@meandem.com

**SUB
TOTAL:
POSTAGE:
DISCOUNT:
TOTAL:**

ONLINE www.meandem.com

EMAIL enquiries@meandem.com

PHONE 03456 800 975

SHOP Belgravia
Chelsea
Kings Road
Marylebone
Mayfair
Notting Hill
Battersea
Edinburgh
Selfridges London (Manchester)
Selfridges Exchange

RETURN CODES:

- (1) Ordered more than one size
- (2) Ordered more than one colour
- (3) Looks different to image
- (4) Doesn't suit me
- (5) Too big
- (6) Too Small
- (7) Item arrived Faulty
- (8) Incorrect item/order received
- (9) Parcel arrived late
- (10) Too short
- (11) Too long
- (12) Colour different to image
- (13) Quality not as expected