

UPSTOREONLINE.COM - RETURN FORM

PLEASE PRINT, FILL IN THE DETAILS BELOW AND RETURN TO US FOR EXCHANGE/RETURN WITH THE NECESSARY ITEMS(S).

QUERIES OR PROBLEMS?
CONTACT US

ORDERS@UPSTOREONLINE.COM



| ORDER DATE | ORDER # | CUSTOMER # |
|------------|---------|------------|
| | | |

| NAME | E-MAIL ADDRESS | TELEPHONE NUMBER |
|------|----------------|------------------|
| | | |

| DELIVERY ADDRESS |
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| |

| QTY. | PRODUCT CODE | DESCRIPTION | PRICE | REFUND | EXCHANGE | REPLACEMENT SIZE | REPLACEMENT COLOUR | REASON CODE | REASON FOR REFUND OR EXCHANGE CODES |
|------|--------------|-------------|-------|--------|----------|------------------|--------------------|-------------|-------------------------------------|
| | | | | | | | | | 1. LOOKS DIFFERENT TO IMAGE ON SITE |
| | | | | | | | | | 2. ORDERED MORE THAN ONE SIZE |
| | | | | | | | | | 3. ARRIVED TOO LATE |
| | | | | | | | | | 4. FAULTY |
| | | | | | | | | | 5. DOESN'T FIT PROPERLY |
| | | | | | | | | | 6. DOESN'T SUIT ME |
| | | | | | | | | | 7. INCORRECT ITEM RECEIVED |
| | | | | | | | | | 8. PARCEL DAMAGED ON ARRIVAL |
| | | | | | | | | | |
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PLEASE FOLLOW THESE STEPS TO RETURN/EXCHANGE YOUR ORDER
WITHIN 14 WORKING DAYS OF RECEIPT:

1. PRINT FORM AND FILL IN YOUR ORDER DETAILS ABOVE.
2. PLEASE INSURE THAT YOU TICK WHETHER YOU REQUIRE A REFUND OR AN EXCHANGE, PLEASE NOTE THAT WE ARE ONLY ABLE TO EXCHANGE AN ITEM FOR THE SAME ITEM, IN A DIFFERENT SIZE/COLOUR.
3. ENCLOSE THIS FORM WITH YOUR PARCEL. (ENSURE THAT THE PARCEL IS SECURLY SEALED)
4. POST BACK YOUR RETURN VIA A SECURE AND TRACKABLE DELIVERY SERVICE. (PLEASE REMEMBER TO GET A PROOF OF POSTAGE RECEIPT).
5. ONCE WE HAVE RECEIVED YOUR RETURNED ITEMS WE WILL CONTACT YOU TO UPADATE YOU ON THE PROCESS OF YOUR RETURN/EXCHANGE.

ORDERS CAN TAKE UP TO 10 WORKING DAYS TO BE DELIEVERED TO US, AND WILL BE PROCESSED WITHIN 2 WORKING DAYS OF RECEIPT.

THIS RETURNS POLICY DOES NOT AFFECT YOUR STATUORY RIGHTS. PLEASE ENSURE YOU RETURN YOUR UNWORN GOODS, AS SOLD, WITH ALL THE ORIGINAL PACKAGING, TAGS AND LABELS WITHIN 14 DAYS OF RECEIPT.

PLEASE RETURN TO:

UP URBAN PROPHET
85 HORNE WAY
BIRMINGHAM
WEST MIDLANDS
UNITED KINGDOM
B34 7SW