ORDER DATE	ORDER NUMBER

PRINT YOUR RETURNS LABEL HERE:
bluebanana.com/rm

Blue Banana
SUPER EASY RETURNS & EXCHANGE

NAME	ADDRESS	TELEPHONE NUMBER	EMAIL

QTY	PRODUCT CODE	DESCRIPTION	PRICE	REFUND	EXCHANGE	REPLACEMENT SIZE / ITEM	REASON CODE

REASON FOR REFUND/EXCHANGE CODE

I JUST DON'T WANT IT...

1 - LOOKS DIFFERENT ON THE WEBSITE
2 - ORDERED MORE THAN ONE SIZE
3 - ARRIVED TOO LATE
4 - DOESN'T FIT PROPERLY
5 - DOESN'T SUIT ME
6 - ORDERED WRONG SIZE

THERE'S A PROBLEM WITH IT...

7 - ITEM IS DAMAGED / DEFECTIVE
8 - INCORRECT ITEM RECEIVED

1 FILL OUT THIS RETURNS FORM



2 POP THE ITEM & FORM IN A BOX

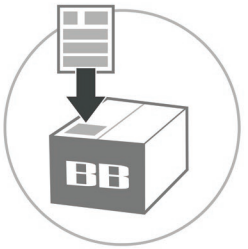


2a RETURNING FOOTWEAR?

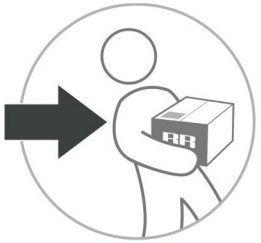
All footwear **MUST** be returned with it's box in an immaculate condition without damage, marks or tears.



3 ATTACH THE RETURN LABEL



4 TAKE IT TO YOUR POST OFFICE



PLEASE FOLLOW THESE STEPS TO RETURN/EXCHANGE YOUR ORDER WITHIN 21 DAYS OF RECEIPT

1) Next to your items, please tick refund or exchange and select one of the return reason codes. **If you have received an incorrect item, please tick exchange if still required.**

2) When exchanging for a lower priced item we will refund you the difference, should this be more expensive we will contact you to take the additional payment over the phone.

3) You can return your order via your local post office by downloading and printing a returns label from Royal Mail.
Visit bluebanana.com/rm for more information.

4) Enclose this form within your parcel, attach the printed Returns Label on the outer packaging and take it to your local Post Office. **Remember to get a Proof of Postage Receipt.**

5) Orders can take up to 5 days to be delivered to us and will be processed within 48 hours of receipt.

Posting to: Blue Banana Returns, Eden House, 16 Forge Lane, Moorlands Trading Estate, Saltash, Cornwall, PL12 6LX

TERMS AND CONDITIONS

- **Returns Policy** - This returns policy does not affect your statutory rights.
- **Original Condition** – You must return your unworn goods, as sold, with all the original packaging, tags and labels. They must have no visible signs of wear or damage. Items packaged in a box (e.g. footwear, must be returned with an outer box or bag for protection).
- **Multibuy Offers** - When returning items bought as part of a multibuy discount, you will be refunded the full price of that item, minus the total discount given in the offer. If you return all items purchased with the multibuy discount you will be refunded the full value.
- **Free Gifts/ Reduced Items** - If you've received a free/reduced gift with your order and subsequently return any item(s) which entitled you to the offer then you must also return the free/reduced gift.
- **Full Terms and Conditions** – To view these please visit bluebanana.com/returning-terms

IMPORTANT - PLEASE NOTE
If you return an item to us using the printed Royal Mail returns label, we'll pay the cost of return delivery if your return is due to a Blue Banana error. Otherwise, we'll deduct the cost of return delivery from the amount of your refund, unless you are returning a defective item or one we've sent to you incorrectly.
The cost of delivery using our pre-paid returns label is £4.99.