11 Waterside Road, Hamilton, Leicester, LE5 1TL, United Kingdom
Telephone +44(0)845 226 8381 Fax +44(0)845 226 8382
Email loud@loudclothing.com Website www.loudclothing.com

Your Name: _____

Address: _____

_____

_____

_____

Postcode: _____

Phone Number: _____

Order Number: _____

RETURNS & EXCHANGES

We have two different ways of handling returns and exchanges depending on the reason for you wanting to return an item to us:

YOU HAVE RECEIVED THE WRONG ITEM, A DAMAGED ITEM OR SOMETHING IS MISSING

If we've supplied you with the wrong item, a damaged item or something is missing from your order you should either phone our customer service team on 0845 226 8381 or email customerservices@loudclothing.com. One of our team will advise you what to do and where necessary issue you with a returns code and provide you with a freepost address to return your goods. You must report any incorrect or damaged or missing items within 30 days of delivery.

Please do not return your items until you have received a returns code from our customer service staff.

YOU HAVE ORDERED THE WRONG SIZE, DON'T LIKE AN ITEM OR WISH TO RETURN IT FOR SOME OTHER REASON

If you have ordered the wrong size, decide that you don't like an item or wish to return it for any other reason we are more than happy for you to do so within 14 days of delivery. Please use the returns form printed below to tell us whether you want an exchange or a refund. To cover the cost of dealing with your exchange/refund we charge a £2.00 handling charge per item. You can pay the administration fee by cheque payable to Loudclothing.com or credit/debit card. Please indicate your payment preference in the box on the bottom of this form. You are responsible for the cost of returning your item to us and for the items until they are delivered back to us. We recommend you get a proof of posting. We cannot handle returns beyond 14 days from delivery.

	Qty	Returned Product ID	Size	Reason Code	Exchange/Refund?	If Exchanging please list Product Name and Size required
EXAMPLE	1	cid_tsb_1234	medium	2	exchange	AC/DC (Red Logo) Skinny T-shirt - Medium

Reason Codes: 1 Item too big 2 Item too small 3 Didn't like design

Send the items you wish to return along with this complete form to:
Returns Department, Loudclothing.com, 11 Waterside Road,
Hamilton, Leicester LE5 1TL, United Kingdom

PLEASE REMEMBER...

Sadly we aren't able to accept returned items that are are soiled or dirty or have been worn and/or washed (unless there is a manufacturing fault). We also can't accept items back that (in our opinion) have been deliberately damaged or have been subject to excessive wear and tear. All returned items must be in un-worn condition and should be returned with the original packaging. Items that are returned to us in an unfit condition will only be returned to the customer once they have paid the relevant shipping charges. Your statutory rights are not affected.

administration fee payment

If you are returning an item to us because you have ordered the wrong size, decide that you don't like an item or wish to return it for any other reason you will need to pay the £2 per item administration fee to cover handling and shipping.

Please choose your preferred method of payment:

☐ I wish to pay by cheque/postal order payable to Loudclothing.com

☐ I wish to payment by credit/debit card and authorise Loudclothing.com to use the details below to charge my card for the administration fee:

Card type: ☐ Visa ☐ MC ☐ Maestro ☐ Solo ☐ Visa Debit

Card No: ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

Valid from: ☐☐ / ☐☐ Expires: ☐☐ / ☐☐

Issue No: ☐☐ MAESTRO/ SOLO ONLY Security Code: ☐☐☐☐

Signature: _____

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