



# RETURNS FORM

Tel: +44 (0)1784 475509

## STEP 1: Complete Your Details

\* Denotes mandatory field

Please complete by hand in **BLOCK** capitals.

Name *	
Address *	
Postcode *	
Contact Telephone Number *	
Email address *	

## STEP 2: Complete Item Details

Item Description *	
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Purchase Date *	Store Name *	Location *

<b>Proof of Purchase Provided: *</b> (If you no longer have your purchase receipt, please confirm the last four digits of the card used)	Yes	No
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<b>Reason for return *</b> (Please detail the reason for return)	
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<b>What would you like us to do with your item? *</b> (Please tick appropriate box)	Replace ( <i>Like for like</i> )	<input type="checkbox"/>
	Exchange ( <i>for alternative item</i> )	<input type="checkbox"/>
	Refund	<input type="checkbox"/>

<b>Additional information:</b>

### STEP 3: Dispatch of Product

Wrap your item(s) securely and include the completed Returns Form above, and a copy of your sales receipt, then please complete and attach the Returns Labels below to your parcel.

#### UK Returns

We recommend that if you are posting from within the UK, and your items value is over £30; We advise you to return it to us using Royal Mail Special Delivery service. If the items value is under £30, we recommend you use the Royal Mail Recorded Delivery service. This means that you are able to track the item during its journey to us.

#### Non-UK Returns

If you live outside of the United Kingdom, please send the item using a recorded method of postage, so that you can track this item whilst it is on our way to us.

Please see the website for full details of our returns offer.

[https://uk.worlddutyfree.com/ukm\\_en/refunds-returns](https://uk.worlddutyfree.com/ukm_en/refunds-returns)

**Cut out the returns address label below and stick to parcel**

To:

**World Duty Free  
Customer Support  
Team, 1215 Windsor  
Road, Egham,  
Surrey  
TW20 0AE**

Sender Details:

Name	
Address	
Postcode	
Date of purchase	
I have enclosed the completed Returns Form & Proof of Purchase. Yes <input type="checkbox"/>	