



Returns Form

World Duty Free UK

Tel: +44 (0) 1784 475 509

Email: Customerservices.uk@dufry.com

• Step 1: Complete Your Details

* Denotes mandatory information Please complete in CLEAR BLOCK CAPITALS.

Name*	
Address *	
Postcode*	
Contact Tel No.*	
Email Address * (Please ensure the email address is clearly written as this is the main source of correspondence).	

• Step 2: Complete Return Item Details

Proof of Purchase Provided and Enclosed (If You No Longer Have your Purchase Receipt Please Complete The Following Details).			Yes <input type="checkbox"/> No <input type="checkbox"/>
Date of Purchase *		Flight Number *	
Full Amount Paid * (Total Transaction)		Airport *	
Last 4 Digits of Card Used *		Terminal and Store *	
Item Description *			
Reason For Return *			

• Step 3: What Would You Like Us To Do With Your Item?

For an exchange item please view our website to select alternative item at Worlddutyfree.com

Replace (Like for Like) <input type="checkbox"/>	Refund <input type="checkbox"/>	Exchange (Alternative Item) <input type="checkbox"/>
Exchange item Details (Please note the product SKU Number from the description on our website when selecting Exchange)		
Item Description		
SKU Number (If known)		Colour / Shade (If applicable)

• Step 4: Terms and Conditions of Returns

Terms and Conditions of Return: Please tick to confirm the following.	
<input type="checkbox"/>	I have read the refund policy's terms and conditions. If not faulty, my item is unused and not excluded from the list of prohibited items e.g. earrings.
<input type="checkbox"/>	I have paid the postage, duty and associated import taxes on the item/s and I acknowledge that I will not be refunded the cost of delivery when returning this item – unless faulty .

• Step 5: 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

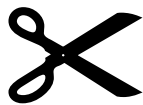
We recommend that if you are posting from within the UK, and your items value is over £30; we advise you to return it to us using Royal Mail Special Delivery service. If the items value is under £30, we recommend you use the Royal Mail Recorded Delivery service. This means that you are able to track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

Postage

Please note that we are unable to refund these postage costs unless the item is faulty. We cannot refund courier costs or costs if the item was sent from a company. We will contact you once we have received the item to discuss this.



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		Postcode	Date of purchase	Please ensure that you have enclosed the completed Returns Form & Proof of Purchase.
				Address				