

# Returns Form (Guest accounts)



## RETURNS

If you did not register an account with us and only checked out as a guest, and wish to return an item please use this form. Simply complete both sections of this form and return it to us together with your unworn items, in their original condition and packaging, **within 14 days of the purchase**, using the returns address label attached below.

## EXCHANGES

UK - Please return the **unworn item** together with **this form**, stating details of the **correct size** required and **order number** (as per packing slip), together with **£5.00 for the return postage** – payable online or in stamps

Online payment –'£5 exchange delivery', found on the Accessories page - <http://www.panamahats.co.uk/exchange-delivery-5/>

Important - if paying online, please add the original order number, located on packing slip, to the order notes

EU / International exchanges, please contact us directly on [shop@panamahats.co.uk](mailto:shop@panamahats.co.uk) or call on +44 208 203 4469, so we can advise on return shipping costs.

### Please note:

Postal costs for exchanges and returns are at the cost of the customer, so we therefore recommend you use registered post, as we cannot take responsibility for any missing or damaged items. (If you have been sent an incorrect or faulty item, you will be refunded for sending it back to us)

If you have asked for an exchange or replacement, we will inform you by email if the item has been dispatched. If an item is not in stock and we are not able to offer you an alternative, a refund will be issued. ALL refunds are only issued back onto your original payment method (i.e Credit card/ Paypal). Please allow upto 14 days for refunds to appear. We will send you an email when your item has been processed.



<b>Customer Name / Address:</b> ..... ..... ..... <b>Tel:</b> .....	<b>Order Information:</b> Order Number ..... Order Date .....
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Item Code	Item Description	Size Returned	Return Code	Comments

### Reasons for return codes:

**A**= Exchange required - please provide size required and exchange delivery payment (£5 in stamps or if paid online, please quote shipping order number in paid online)

**B** = Received wrong product / size    **C** = Unwanted gift    **D** = Style does not suit/item not required    **E** = Product is faulty



	<h2 style="margin: 0;">PANAMA HAT COMPANY</h2> <p style="margin: 0;">RETURNS ETC 200 Brent Street London NW4 1BJ</p>	Postage required
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