

RETURNS AND EXCHANGES

1. We will exchange, refund or replace items if there is a fault and in most cases if the customer finds the garment unsuitable.
2. We must receive returned goods in their complete original packaging and in a sellable condition within **14** (fourteen) days from the date of despatch.
3. *To return goods* please complete and detach the form opposite and return with the goods to the address below. We recommend that you select the least expensive postage method available, but ensure that you obtain proof of posting.
4. *To Exchange goods* please also provide details of the replacement items that you would like on the form opposite and include payment details for the cost of shipping the replacement items to you. We will confirm your replacement order by email. If the items that you have requested are out of stock, we will notify you by email.
5. Items returned to Big Ozzy where goods are faulty or an incorrect item has been sent by Big Ozzy will be exchanged free of charge and customer's cost (at standard rate) for return postage will be refunded. Postage refunds are not available for overseas orders under any circumstances. Please contact us by email if you believe that a garment is faulty or has been sent to you in error.
6. Items returned to Big Ozzy because the customer ordered the wrong size or for any reason other than those quoted in paragraph 5, will be exchanged or refunded but the cost of return postage will not be refunded.
7. **All goods must be returned in their original sellable condition in their complete original packaging with all original labels and tags attached.** For hygiene reasons, underwear, socks and swimwear cannot be returned. This is strictly the case even if they have not been tried on. Other items that are described on our website as non-returnable may also not be returned.
8. Display packed products (such as dress shirts) cannot be returned if labels, tags, strengtheners, bags or packaging are missing or if the product is badly creased or poorly repackaged. We will not accept goods which have been screwed-up and stuffed into a bag. Please re-fold and re-pack items carefully.
9. Where returned products cannot be accepted by us, they will be returned to the customer upon receipt by us of the cost of return postage. Where customers do not wish items to be returned to them, they will be donated to charity or destroyed within 14 days as appropriate.
10. Refunds to credit or debit cards will normally be applied within 15 working days of our receipt of returned goods. Customers will be notified of the refund via e-Mail.
11. Please refer to our website at www.bigozzy.com for full terms and conditions. Your statutory rights are not affected. Please retain this part of Returns Form for your records. Please do not hesitate to contact us if you have any further queries.

The Big Ozzy Clothing Company

Unit 3
 Leyburn Business Park
 Leyburn, North Yorkshire, DL8 5QA
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 Fax: 01969 625561
 Email: bigozzy@bigozzy.com
 Website: www.bigozzy.com
 VAT Registration Number: 804 242 074



DETACH HERE

Name	Order Number (from your invoice)
Daytime Telephone Number	Email Address

Items You Are Returning	Product Code (from your invoice)	Description	Quantity	Return Code (see below)	

Return Codes:
 01 – Does Not Fit 02 – Do not like 03 – Quality 04 – Ordered in Error 99 – Wrong Item Sent

Replacement Items Required	Product Code	Description	Size	Quantity	Price	
						£
						£
						£
						£
						£
						£

Shipping (choose one) Standard Express
 (Please visit our website at www.bigozzy.com for the latest shipping rates)

Please Complete Payment Details if You Would Like an Exchange

<input type="checkbox"/> Credit / Debit Card (enter details below)		<input type="checkbox"/> Cheque/Postal Order (payable to "The Big Ozzy Clothing Company")	
Card Type	Start Date (if given)	Expiry Date	
Card Number			
Security Code (the last 3 digits near your signature on the back of the card)		Issue Number (if given)	