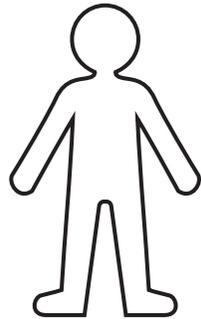
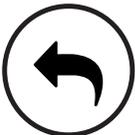


NAME	EMAIL ADDRESS	CONTACT NUMBER	ORDER ID	DATE

PRODUCT	QTY	SIZE	REFUND	EXCHANGE	NEW SIZE	COLOUR	REASON	WHERE AM I FAULTY?	REASON FOR RETURN
								<input checked="" type="checkbox"/> Please indicate area of fault 	<ol style="list-style-type: none"> Doesn't fit properly Style doesn't suit Poor quality Looks different to image Arrived too late Faulty item (Please indicate area of fault) Incorrect item received Damaged on arrival



STEP 1. Tick 'Refund' or 'Exchange' next to the product(s) you wish to return. Let us know the reason for your return, and the new size/colour you require for an exchange. Please remember exchanges only apply for the same product(s) in a different size or colour. Exchanges only apply to UK customers. International customers, please return your parcel for a full refund, then place a new order.



STEP 2. Return your product(s) in their original unused condition, complete with tags intact within 30 days of receiving your order. Don't forget to enclose this returns receipt inside your parcel. Refunds only apply for returned product(s). We do not offer free returns postage, you will need to pay for your returns postage. Exchanges will be dispatched via free standard delivery. Shipping cost is non-refundable.



STEP 3. Keep proof of your returns postage. Once we've received your returned product(s) please allow 3-5 working days from when we receive your product(s) for us to process your return/exchange. We will send you a confirmation email to let you know we have processed your request. For more information or help please visit: www.rococlothing.co.uk/help

RETURN TO US
NEED SOME ASSISTANCE?



Send it 2nd class recorded and keep your receipt



www.myhermes.co.uk
/send-a-parcel



Our friendly Customer Service Team are more than happy to help you!

We understand how important it is for you to receive your order on time and to the best standard. If it goes wrong and occasionally it does, then fixing it becomes our main priority. If you have received a faulty or incorrect item please give our customer service team a call so we can assist you with returning the item. If you return the item before doing so, the return may be rejected.

Contact Details:

 0161 273 3773 / 0800 009 3492

 help@rococlothing.co.uk

   /rococlothing

Please allow 1-2 working days for our team to get back to you via email and social platforms.

TERMS & CONDITIONS

All products are subject to availability. In the event that your requested exchange product(s) is not available we will automatically issue a full refund. Product(s) cannot be reserved prior to receiving your return. To avoid disappointment you may wish to place a new order to secure any required product(s). Product(s) can be returned in their original condition, complete with tags within 30 days of receiving your order. If there is a fault with your item(s), please contact us within 7 days of receiving your order.

RETURNS ADDRESS	SERVICES HOURS
 <p>Roco Clothing Limited Unit 7 Maple Industrial Estate Bennett Street Manchester, UK M12 5AQ</p>	 <p>Mon - Fri: 9am - 5pm Saturday: 10am-3pm Sunday: Closed</p> <p><small>*Hours may vary during bank holidays and peak periods.</small></p>