

Returns Form

La Redoute

French style made easy

laredoute.co.uk

033 0303 0199

Your Customer No.	Your Invoice No.	Date of Return

Line No.	Description	Catalogue No.	Size	Returns Code	Reasons for return
					Item unsuitable/not wanted.....0
					Wrong item sent.....1
					Arrived late.....2
					Item damaged/marked/faulty.....3
					Disappointed with quality.....4
					Item too big.....5
					Item too small.....6

FREE[†] Returns in 3 easy steps

If you change your mind about anything you've ordered, no problem. **Simply follow these 3 easy steps to return your item.**

Step 1: Package up your item

You must return the unused item in its original packaging within the **21 day** approval period.

Step 2: Complete your Returns Form above

Please include your reason for returning the item and place inside your parcel (please don't affix to your parcel).

Step 3: Choose how you'd like to return your parcel

- **At myHermes ParcelShops** – open 7 days a week, early until late
Easy and convenient, simply call us on the number above and we'll send you a myHermes ParcelShop returns address label. Attach this to your parcel and take it to any shop. Find your nearest shop at www.myhermes.co.uk/parcelshopfinder.
- **By Courier Collection** – your local service from Hermes
Request a courier collection in just a couple of clicks when you log in to the 'My Account' pages of our website. Alternatively, you can call our automated service on the number above and select option 3, or you can contact your courier directly – you'll find their phone number on the yellow sticker on your parcel. Don't forget to attach the Courier Collection returns address label below to your parcel.
- **At a Post Office**
Attach the Post Office return label below to your parcel.

FREE Exchanges

If you wish to exchange anything in your order, simply call the number above. Delivery is free on all exchanges and on any additional items you order at the same time.

NEXT DAY DELIVERY

You can take advantage of our Next Day Delivery service for just **£1.99** on top of the standard delivery charge. **Simply order before 7pm, Monday to Friday. Terms and conditions apply; please refer to your main catalogue or online for details.**

IMPORTANT:

If you choose to return your parcel by courier, please ensure your courier completes the receipt below as proof of your return.

RETURNS RECEIPT

Courier Name: _____
Date: _____
Signature: _____
Round No. _____

[†] For details please see the Returning Merchandise to Us section in the Terms and Conditions of your main catalogue or online.

Return using ParcelShop

If you wish to return a parcel using my Hermes ParcelShop, please call us on 033 0303 0199 to request a returns label.

Returns Label: Courier Collection & Post Office

La Redoute

French style made easy



La Redoute
Standbridge Lane
Kettlethorpe
Wakefield
WF2 7YY

From: Name _____
Customer No.