

RETURNS ADVICE



WANT TO RETURN AN ITEM?

- Please complete this form and return it with your items. Cut-off the bottom section of this form and attach it to the front of your parcel.
- Postal charges of exchanges and returns are at the cost of the customer and we recommend you use Royal Mail registered post.
- Farm Bros. promises a 'no-quibble' guarantee. You can simply return your item to us in its original packaging within 28 days from the date of delivery. On receipt, we will issue you with a full refund for the price you paid for the item. Unfortunately, we can't offer exchanges. If you need another size or colour etc, please simply reorder your item. **Please allow up to 14 days** for any refunds to appear on your account. **We will send you an email when your refund has been processed.**

IMPORTANT: Please ensure all information entered on this form is clearly legible and entered in **BLOCK CAPITALS**. If the information you supply is not clear, it will result in your return being DELAYED or classed NULL & VOID.

CUSTOMER DETAILS	
FIRST NAME	DOOR NO. / PROPERTY NAME
SURNAME NAME	ADDRESS
	TOWN/CITY/COUNTY
	COUNTRY
ORDER NO.	POSTCODE

ITEMS BEING RETURNED			
QUANTITY	SKU/CODE	DESCRIPTION	REASON CODE
1	XPH1230	EXAMPLE XPERT HERITAGE CHELSEA GOODYEAR WELTED BOOT EXAMPLE	F

RETURNS REASON CODES	PLEASE DIRECT ALL ORDER RELATED ENQUIRIES TO:
A. Wrong Quantity	Farm Bros, 3 Sealstown Rd, Mallusk, Newtownabbey, Northern Ireland, BT36 4QU
B. Wrong Product	Email: orders@farmbros.co.uk
C. Damaged in Transit	
D. Duplicate Order	Full details on our Returns & Refund Policy and our Terms & Conditions can be found online at farmbros.co.uk
E. Defective Product	
F. Wrong Size	
G. Arrived Late	
H. Related Item Ommited	
I. Product Unsatisfactory	
J. Other	



Customer Returns
Farm Bros.
3 Sealstown Rd
Mallusk, Newtownabbey
Northern Ireland
BT36 4QU

Postage
Required