

How to Return

Please be aware: We do not provide a free returns service – returns postage is payable by the customer and can vary dependent on parcel weight and service used. Your first exchange is shipped without further charge.

1. Fill out the below form with the details of your return, or exchange. Please ensure all original boxes, packaging and free gifts are included, otherwise we may reject or the value may be deducted from your return.

All items must be in their original condition and returned to us **within 14 days of receiving your order**.

2. Ensure this returns form and the original order invoice are included so that we can process your refund or exchange as quickly as possible.

3. Send your return to the following address -

Hurley Web Returns, Unit B12F Heywood Distribution Park, Heywood, OL10 2TS, UK

OR DROP OFF IN STORE: Bolton – Middlebrook Retail Park or Wigan – Grand Arcade

***Returns to store must be packaged as detailed above, including returns form and invoice inside the parcel. The WEB order must be on the outside of the parcel. Your refund will not be processed in store, this is just a free drop off point.**

Where possible we try to honour exchanges in store. If stock is unavailable, the item will be sent back to the warehouse to be processed.

Unfortunately International Orders are not eligible for an exchange.

If there is a delay with your parcel or items are missing/damaged on receipt, please contact our Web Team and ensure you retain all **original exterior packaging**. If you have any further questions in regards to your return, please contact our Web Team (sales@hurleys.co.uk) who will gladly assist you.

Face masks, earrings and underwear are non-returnable for hygiene reasons unless there is a manufacturers fault. Please see our website for information and exclusions.

ORDER DATE	CUSTOMER NAME	ORDER NUMBER	EMAIL ADDRESS	TELEPHONE NUMBER

PRODUCT REF.	SIZE	REASON CODE	REFUND (TICK)	EXCHANGE (TICK)	NEW SIZE	NEW COLOUR	REASONS
							1. TOO BIG
							2. TOO SMALL
							3. POOR QUALITY/FAULTY
							4. NOT AS PICTURED/DESCRIBED
							5. OTHER (PLEASE STATE)

Refunds will be applied as quickly as possible, however during busy periods this may take up to 28 days from receipt of your return.

Contact us: sales@hurleys.co.uk or 01706 628114

