



# ASPINAL *of* LONDON

## RETURN INSTRUCTIONS

1. Visit [aspinaloflondon.com/returns](http://aspinaloflondon.com/returns) and complete the online form.
2. Enter the Return/Exchange Number(s) in the form below and include it along with your goods in your returned package.
3. Visit [aspinaloflondon.com/royalmail](http://aspinaloflondon.com/royalmail) to create your shipping label and take it along with your package to the Post Office.

*For more detailed information please see overleaf.*

ORDER NUMBER

NAME

DATE

RETURNS NUMBER (Where applicable)

EXCHANGE NUMBER (Where applicable)



## ASPINAL of LONDON

We do hope you are delighted with your recent Aspinal of London purchase or gift. However, if you are not entirely satisfied, you can choose to exchange it for an alternative item or receive a refund within 30 days of receiving your order (or 14 days for sale items). Refunds will be credited by your original method of payment.

### RETURNING ITEMS VIA AN ASPINAL OF LONDON STORE

- Items can be returned to any of our stores. However, please be aware that the store will return the item to our Head Office on your behalf and are unable to issue any refunds.
- For a list of stores please visit our website at [aspinaloflondon.com/stores](http://aspinaloflondon.com/stores)

### UNITED KINGDOM & NORTHERN IRELAND RETURNS

- Please fill out the returns form by visiting [aspinaloflondon.com/returns](http://aspinaloflondon.com/returns) Please make sure this step is completed before sending the product back to Aspinal of London as it may incur additional processing time.
- Fill out the form overleaf with the Return/Exchange Request Number(s) and send it back to us with your package.
- Return shipping is free for new and unused items. To create your free returns label please visit [aspinaloflondon.com/royalmail](http://aspinaloflondon.com/royalmail) After completing all relevant details, you will receive an email confirmation from Royal Mail with the next steps for your return. You can print the returns label at home or use the Royal Mail free label printing service. Make sure you keep your proof of posting for your own reference.
- Please handle all items with care. Repack your items securely using the original packaging provided. Your items must be unused, in perfect condition and returned with the dust bag(s) where relevant.
- You will receive email updates as your Return/Exchange is processed.

### INTERNATIONAL RETURNS

- Please fill out the returns form by visiting [aspinaloflondon.com/returns](http://aspinaloflondon.com/returns) Please make sure this step is completed before sending the product back to Aspinal of London as it may incur additional processing time.
- Fill out the form overleaf with the Return/Exchange Request Number(s) and send it back to us with your package.
- Using a courier of your choice, please return the goods to the following address:  
**Returns, Aspinal of London**  
**Highfield, Midhurst Road**  
**Fernhurst, West Sussex GU27 3HA**  
**United Kingdom**
- We strongly recommend using a recorded delivery service and retaining your proof of postage as we cannot accept liability for parcels lost or damaged in transit.
- You will receive email updates as your Return/Exchange is processed.

### ADDITIONAL NOTES

- We reserve the right to refuse an exchange or refund if goods are not returned in a resaleable condition.
- Allow up to seven days for your return/exchange to be processed. This may be delayed during busy periods.
- Please be aware that refunds will not include Luxury Gift Wrap.
- We are unable to offer an exchange or refund on any items that have been personalised or engraved unless the product is faulty.
- International customs duties and sales taxes are not refunded for shipments outside the European Community (EU).
- Refund terms are subject to change under exceptional circumstances and at the discretion of the company.
- This return policy does not affect your statutory rights.
- For more details of our Terms & Conditions please visit: [aspinaloflondon.com/faqs](http://aspinaloflondon.com/faqs)