

# HOW TO RETURN ITEMS.

**We hope your order's exactly what you wanted...**

...but if you do need to return anything, just complete the form + send it back to us.

**MAYBE IT'S NOT QUITE RIGHT, A WRONG FIT, OR YOU JUST CHANGED YOUR MIND. NO PROBLEM, FILL IN THE FORM WITH ALL THE INFO, RETURN TO HEAD OFFICE WITH THE ITEMS WITHIN 30 DAYS AND WE'LL GET EVERYTHING SORTED FOR YOU.**

- + Return unwanted items in an unused, saleable condition including original packaging and tags attached.
- + Fill in your reason code on the slip to aid the return process.
- + Choose a suitable postage service for your returns. We advise getting proof of postage and using a trackable, recorded delivery, as we cannot be held responsible for any returns which go missing in transit.
- + Bespoke or cut-to-length items cannot be returned unless faulty. If you experience any issue with our made-to-measure services please email [info@pinbax.com](mailto:info@pinbax.com) so we can assist you.\*

ORDER REFERENCE / NUMBER		
NAME	PHONE	
EMAIL		
ADDRESS		
	POSTCODE	
ITEMS RETURNING		
ITEM DESCRIPTION	REASON CODE	ITEM CODE
REASON CODES: 1) NOT AS EXPECTED 2) FAULTY 3) NOT REQUIRED 4) WRONG SIZE 5) OTHER - SPECIFY BELOW*		

TICK AS REQUIRED **REFUND**  / **EXCHANGE**  (INCLUDE PRODUCT CODE + SIZE/QUANTITY REQUIRED).

\*FULL RETURNS T&Cs CAN BE FOUND ONLINE AT [PINBAX.COM](http://PINBAX.COM)

\*DESCRIBE FAULT / DAMAGE / OTHER IF APPLICABLE:

.....


.....

.....

.....

.....

.....



**ALL THE LATEST WEB OFFERS,  
NEW PRODUCTS + P&B RESULTS,  
STRAIGHT TO YOUR INBOX.**

**SUBSCRIBE TO P&B NEWS**

| CUT ALONG LINE + ATTACH SECURELY TO PACKAGE BEFORE SENDING RETURNS + SLIP TO HEAD OFFICE.



**RETURNS DEPARTMENT**

**P&B LTD  
HEATHFIELD WAY  
KINGS HEATH  
NORTHAMPTON  
NN5 7QP  
UNITED KINGDOM**

IF UNDELIVERED, PLEASE RETURN TO: (SENDER'S ADDRESS)