ace CLOTHING COMPANY
The One-Stop Uniform Shop

CELEBRATING 25 YEARS OF EXCELLENCE

Returns Form

To return or exchange any uniform please complete this form and put it in a bag together with your item(s) then send back to us, either **via the school** or **direct to our store**. Items must be returned in original, unworn condition within 28 days, including all bagging and tags where applicable. A valid receipt should be provided.

1 REFUND ☐ EXCHANGE ☐ BOTH ☐ (tick whichever applicable)

Date of purchase ...../...../..... Date of return ...../...../.....

Order ref (for online orders) ☐☐☐☐☐

2 Child's/Student's full name .....

Child's school .....

Parent/Guardian phone No .....

3

Item description and colour	Size	Quantity	Return code A, B or C (see below)	Comments/Instructions

NEED MORE SPACE? YOU CAN DOWNLOAD AN A4 VERSION WITH EXTRA LINES FROM OUR WEB SITE WWW.ACECLOTHING.CO.UK

Return codes: A - Wrong size, B - Faulty or damaged, C - Not what I ordered, D - Other (please explain).....

4 How did you pay? Card online ☐ Card in-store/by phone ☐ Cash ☐

5 Signature..... Print name.....

We aim to refund all money within one week of return, or on the same day if returned in store. Please note that cash refunds will only be made in store.

6 How to Return or Exchange Uniform

a. VIA THE SCHOOL*
(term-time only)

***NOTE: THIS OPTION IS ONLY FOR SCHOOLS THAT HAVE OUR FREE WEEKLY DELIVERY SERVICE**

During term time you can leave items you wish to return in a bag at your school's reception for our driver to collect. Please complete sections 1-5 overleaf and include this RETURNS FORM inside the bag.

Upon receipt we will act on your instructions. Refunds will be made back to your card over the phone. Exchanges will be delivered back to the school the following week (subject to stock availability).

Note that if you are exchanging an item we must receive back the item you wish to exchange before we can send out a replacement

b. DIRECT TO OUR STORE
(address below)

You can also return or exchange any item at our store, either by bringing it in or sending it to us by post.

If you are sending anything back to us by post please complete sections 1-5 overleaf and include this RETURNS FORM with your items. Please be aware that it is your responsibility to arrange its safe return to us. We recommend that you use a secure, trackable service and make sure to wrap and protect any item well.

Opening Times
Mon-Fri 9.30-5pm
(except Bank Holidays)

Check our web site for extended opening hours in August and September

Follow us on Facebook for info, updates and offers!

Call 020 8045 0296 Email info@aceclothing.co.uk Visit www.aceclothing.co.uk
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