

# UPPERSOLE

**Customer Name**

**Order Number**

**Delivery Postcode**

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We are happy to accept returns in their original, new, unused condition within 14 days of receipt\*. Included is a prepaid returns label so you can return your order to us, free of charge.

We're sorry to hear your item was unsuitable. Please help us improve by telling us if it was

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> too small          | <input type="checkbox"/> calf too tight          | <input type="checkbox"/> doesn't suit          |
| <input type="checkbox"/> too big            | <input type="checkbox"/> calf too wide           | <input type="checkbox"/> heel too high         |
| <input type="checkbox"/> ordered wrong item | <input type="checkbox"/> faulty / incorrect item | <input type="checkbox"/> other (please detail) |

Would you like

- a refund  an exchange for

Now that your returns form is complete, please include it in the parcel and safely package your item in the original mailing bag or your own packaging. Attach the returns label to the front of the parcel and take it to any Royal Mail Post Office.

Please keep your proof of postage until we've processed your return.

\* If your item is used or otherwise no longer in the condition you received it in, please contact our customer support team at [support@uppersole.com](mailto:support@uppersole.com) so we can discuss your options.