

WalkWear® Returns Form

Order Number _____

Name _____

Address _____

Email _____

Telephone _____

You may return an item that is in its original resalable condition for refund or exchange within 14 days of receiving it.

1. Write your order and contact information above – Without this we cannot identify the return & the process may be delayed.
2. Fill out the returns form with the details of items being returned, specifying whether you would like a refund or exchange
3. Please return your item with this form to:

Mosaic Walkwear Returns
York House
Wetherby Road
Long Marston
York
YO26 7NH

Action: 1 – Refund 2 – Exchanges 3 – Replacement 4- Faulty

Qty	Product	Action Code	Reason

If for any reason you have received a wrong or faulty item, please email us so we can resolve this as quickly as possible for you. For this and any other questions you can email us at support@walkwear.org or call 0845 076 6358

It can take up to 14 working days to process your return from the time it is received at the returns department.

Please note, the cost and method of returning items is the responsibility of the customer. We do however recommend using a recorded service, or acquiring a proof of posting certificate.

We will usually refund you what you paid for the items, but not the delivery charge, except in cases where the order was cancelled under the UK Distance Selling Regulations.

This returns policy does not affect your statutory rights. Full terms and conditions available at: <http://www.walkwear.org/customer-service/returns>