

# JUSTHOM.com

PO Box 608 Shrewsbury SY1 1WQ  
T: 0844 800 4273 F: 01743 248531 International: 00 44 1743 247246  
E: returns@justhom.com  
VAT No: 846 8834 74

**GOODS FOR EXCHANGE OR REFUND MUST BE RETURNED IN ORIGINAL  
CONDITION WITHIN 14 DAYS OF RECEIPT PLEASE**

Name: Mr/Mrs/Ms/Miss .....

Order Number: .....

Order Date: \_\_\_ / \_\_\_ / 2006

Please complete the form below, entering the SKU (item number) which can be found on your order form, the style name of the item, a reason code and any comments.

**IF YOUR HOMs ARRIVED IN BOXES OR BAGS PLEASE RETURN IN YOUR PARCEL**

SKU	Style Name eg. Tattoo maxi	Reason Code	Comments

**Reason Codes**

- 1. Wrong item sent      2. Too big      3. Too small      4. Wrong colour
- 5. Arrived damaged      6. Don't like      7. Poor quality      8. Arrived late
- 9. Other (please specify in comments box)

**Please refund my credit card** [ ]

**Please exchange** [ ]

In the case of an exchange please complete the form below. Any additional payments/refunds will be credited/debited from your credit card on which original purchase made.

Exchange Items					
SKU	Style Name	Size	Colour	Quantity	Price

Cut out and affix the address label below to your parcel. Please obtain a Proof of Postage Certificate from your Post Office when you send your parcel.

Justhom.com  
RETURNS DEPT  
PO Box 608  
Shrewsbury UK  
SY1 1WQ

## REFUNDS

Justhom.com guarantees that if you're in any way dissatisfied with the goods you have ordered we will exchange them or give you a full refund, provided they are returned to us within 14 days in their original packaging and condition - unworn, unwashed and with all labels intact.

### Returns period exceptions:

- unwanted Christmas gifts ordered by December 20 can be returned up to January 21
- unwanted Valentine gifts ordered from January 1 can be returned by March 8

Please allow 10 days for delivery + receipt of returned goods at Justhom.com HQ. Delivery charges will not be refunded in the case of a return.

## RETURNS NOTIFICATION

You may give Justhom.com notification that you will be returning goods to us by email to [returns@justhom.com](mailto:returns@justhom.com) - please ensure you include the following details:

- your order number
- details of goods returned
- reason for returning the goods
- your name, address and a contact telephone number

If you wish to return goods to us without prior notice, please complete the form accompanying your order and enclose it with the returned goods.

If you need another returns form you can download it from the Justhom.com website:  
<http://www.justhom.com/returns.pdf> (PDF version)  
<http://www.justhom.com/returns.doc> (Microsoft word version)

UK customers please return goods via Royal Mail

**IMPORTANT** - obtain a free Certificate of Posting for all returns (available at Post Office counters) so we can complete your refund in the event of your parcel being lost in transit.

International customers please return goods using a prepaid, insured, traceable method, clearly marking your package RETURNED GOODS to avoid delays at Customs. Please retain shipping documentation so we can complete your refund in the event of items being lost in transit.

We will advise you by email as soon as we receive your returns and will process your request for either a refund or replacement no later than 14 days from receipt.

Refunds will be credited to the card used to pay for the original order. Justhom.com will let you know as soon as the refund has been processed.

If you would like further information on our returns policy please either call our customer services team on **0844 800 4273** or e-mail [customerservices@justhom.com](mailto:customerservices@justhom.com)