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KING OF COTTON

# Returns information

**1 For a Refund**  
Pack your return parcel well with appropriate packaging material, you can even use the original packaging

**2** Don't forget to include this form with your return parcel, with your order **number and name**

**3 Please make sure to use the correct returns address**  
King of Cotton Returns, Unit 1, Canada Road, Byfleet, Surrey, KT14 7JX

Order Date:

Order Number:

Customer Name:

Qty	Product Code	Description	Reason Code

- Refund codes:**
1. Doesn't fit properly
  2. Poor quality
  3. Style doesn't suit
  4. Arrived too late
  5. Not as expected
  6. Unwanted gift
  7. Item faulty

### To Return Your Goods

Please send your parcel via a post office and retain proof of postage. If your items are found faulty or not as originally ordered, we will refund your postage in full. Please allow 7 - 10 days from receipt of a return for us to process the refund.

### How Do I Arrange An Exchange?

Please return the item you would like to replace. Once we have received the item back we will refund and inform you when this has been done. Then if you would like to do so, place a new order for the product you wish to receive . You can do this online or over the phone.

**Please Note:** Failure to follow this process may cause delays in processing. This returns policy does not affect your statutory rights. Please ensure you return the goods in their original condition within 1 month of them arriving with you. The returned goods are your responsibility until they are delivered to our return department and any items being returned must be in the original packaging and in a re-useable condition. We have the right to refuse a refund due to an unusable item.

### Need help with your return?

Visit our website: [www.kingofcotton.co.uk](http://www.kingofcotton.co.uk)  
Contact the care team: +44 (0)20 8332 7999  
or [sales@kingofcotton.co.uk](mailto:sales@kingofcotton.co.uk)

Mon - Fri: 9.30am - 5pm  
Sat: 10.00am - 5pm

Your Returns Comments...