

Schoolyard Returns/Exchange Form

Schoolyard aims to provide you with the best value schoolwear for your children. In all our products you will find clear and concise washing and care instructions to get the best performance from your purchase.

In the unlikely event that you receive a faulty or damaged item, we ask that you contact our Customer Service department on **0800 132988** as soon as possible after delivery in order that your query be processed quickly and efficiently.

If a faulty item has been worn, we ask that you launder it prior to return. This is essential for hygiene and allows for a thorough fault assessment.

Under our 'Comprehensive Guarantee' we ask that you consider if any item may have been damaged due to wear and tear as opposed to a manufacturing fault before returning it to:

Schoolyard Ltd Units 1&2 RO24 Jarman Way Royston Herts SG8 5FE

Please complete this form making sure that your original Order Number appears in the box below.

Child's Name:

Order No.

**Must be entered*

Date: School:

Name: Address:

Tel No:

Email:

..... Post Code:

Exchange item for another size:

Item (Qty)	Returned Size	Required Size

Important

Exchanged and replaced items will be sent to your school Free of Charge.

We will advise you of the next delivery date.

Faulty Items - please indicate the reason for return in the table below:

- a) Fabric flaw b) Faulty stitching to seams c) Faulty zip / strap / fastenings d) Size not as label specification
 e) Faulty logo f) Item not as customer ordered g) Item damaged in transit h) Other (please specify below).

Item (Qty)	Colour	Size	Location of fault	Reason for return