



Issue Date: \_\_\_\_\_

Order ID	
Name	
E-mail	

For Customer									
Item Code	Colour	Return Qty	Return Code						
			A	B	C	D	E	F	G
			A	B	C	D	E	F	G
			A	B	C	D	E	F	G
			A	B	C	D	E	F	G
			A	B	C	D	E	F	G
			A	B	C	D	E	F	G
			A	B	C	D	E	F	G
			A	B	C	D	E	F	G
			A	B	C	D	E	F	G

**Return Reason Codes:**

- A Unwanted
- B Faulty
- C Too Big
- D Too Small
- E Duplicate Order
- F Wrong Size
- G Other

**Other Reason:** \_\_\_\_\_

## Refund/Exchange Instruction

- 1) Enter the quantity you are returning against the relevant order line on the Returns Note.
- 2) On the same order line, circle a return reason letter code from those listed

### Exchanges & Returns

If you're looking to return or exchange your order for whatever reason, we're here to help!

We are happy to offer free UK returns on any full price items returned to us in perfect condition, within 30 days of receipt of order, with proof of purchase and postage receipt.

You can return your product for store credit, a different product, or a refund to the original payment method.

We are unable to offer free returns for orders sent outside the United Kingdom.

Once we have received the parcel your return will be processed. Please be advised all refunds can take up to 7 working days to process. A confirmation e-mail will be sent once your return has been refunded.

You have 30 calendar days to return an item from the date you received it to receive a full refund / exchange.

Use a signed for and insured service. We are not responsible for lost return packages.

Items must be unworn and unwashed for full return.

We can only accept returns that have been purchased directly from our website.

Remember to send us your postage receipt for postage refunds, either in parcel or via email to: [orders@posto9activa.com](mailto:orders@posto9activa.com)

Please ensure that the item you are returning is repackaged with all elements including your order number and send to.

Posto9 LTD  
 69 Barrington Court  
 124 Wilton Road  
 LONDON SW1V 1AJ  
 UNITED KINGDOM