

Need to return or exchange something? It's easy and FREE!

Items can be returned in their original condition within 28 days of receiving your order.
To see our full Returns Policy, please visit www.annsummers.com/deliveryreturns.

Enter your personal details below. This is so we can contact you in case there's a problem with your return.

NAME: _____

ADDRESS: _____

POSTCODE: _____ TELEPHONE: _____

EMAIL ADDRESS: _____

Follow the steps below to return your items for a refund or exchange:

Step 1 In the table below, enter the relevant Reason Code against the item(s) you're returning.

Step 2 If you're returning your item(s) for an exchange, you'll need to clearly state the item(s) you'd like instead in the table below.

Step 3 [Click here](#) to download a pre-paid returns label or go to: annsummers.com/deliveryreturns

Step 4 Package up your items along with this Returns Form, attach the pre-paid returns label and drop off your parcel at your nearest post office. If you're returning your item(s) for a refund, it'll take up to 15 working days for the refund to appear in your bank account. Don't forget to keep your proof of postage until your refund/exchange has been processed.

REASON CODE

- A** : Too big
- B** : Too small
- C** : Did not fit
- D** : Not as described
- E** : Quality not as expected
- F** : Late delivery
- G** : Wrong item/size sent
- H** : Ordered for choice
- I** : Damaged/marked
- J** : Changed mind
- K** : Sell by date expired
- L** : Faulty, please tell us why

ITEM N°	REASON CODE	DESCRIPTION	NEW SIZE	NEW COLOUR	QTY

Return or Exchange in store

- Take a copy of your confirmation email, or this delivery note, to one of our stores within 28 days to receive a full refund or exchange. (Refunds will be made immediately to your original payment method but may take up to 15 working days to appear in your bank account).
- If you've purchased via e-Bay or Amazon, we'll only be able to offer you an exchange in store. The same applies if you've paid using a payment method other than a debit/credit card.

Purchased at an Ann Summers Party?


Get in touch with your Party Ambassador within 28 days (from date of delivery) and she'll be able to help with your return. If it's just an exchange you're after, simply pop in to one of our stores.

International Returns


To view our international returns policy please go to www.annsummers.com/internationalreturns. This will give you instructions on how to return something outside the UK.

Need Help?

 **FAQs**
Visit our frequently asked questions at annsummers.com/help

 **Visit one of our stores**
Find your nearest store at annsummers.com/stores

 **Email us**
Email us using our form at annsummers.com/contactus

 **Chat with us**
At annsummers.com

 **Call Us**
Speak to a member of our Customer Services on **0333 440 6969**

Our opening hours are:

Monday-Friday	08:00 - 20:00
Saturday	09:00 - 18:00
Sunday & bank holidays	10:00 - 17:00