

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: _____

ORDER NUMBER: _____

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. Please ensure you check the returns information available at www.annsummers.com/DeliveryReturns before sending us your items.

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 NO	REASON CODE	DESCRIPTION	NEW SIZE	NEW COLOUR	QTY

Return or Exchange in store

- Please check the full terms and conditions at www.annsummers.com/DeliveryReturns before you return or exchange any items in store.
- Take a copy of your confirmation email, or your 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).
- If you've purchased using Amazon Pay, Clearpay, Klarna or Paypal we can only offer you an exchange in store.

Purchased through a Sisterhood Ambassador?

- Get in touch with your Sisterhood Ambassador within 28 days (from date of delivery) and they'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 contact form at annsummers.com/contactus



Live chat

Chat with us at annsummers.com/contactus

Our opening hours are:

Monday-Friday	08:00 - 20:00
Saturday	09:00 - 18:00
Sunday & Bank Holidays	10:00 - 17:00