

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: _____

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 an item for an exchange, clearly state the alternative size you want in the table below. For more information about exchanges, click [here](#)

Step 3 [Click here](#) to select your return method and print your return label (if required).

Step 4 Package up your items, along with this returns form and attach the pre-paid returns label (if required). Make sure to follow the instructions provided by our returns courier. For more information visit our [helpcentre](#)

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
- L : Faulty, please tell us why

ITEM NO	REASON CODE	DESCRIPTION	NEW SIZE	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.
- If you've purchased using Clearpay, Klarna or Paypal we can only offer you an exchange in store.
- If you've purchased Ann Summers products via a third party site, click [here](#) for more information on returns.

Purchased through a Sisterhood Ambassador?

- Orders placed through a Sisterhood Ambassador cannot be refunded in our stores. If you require a refund, speak to your Ambassador or refer to the information on our [website](#)

International Returns

- For more information about international returns, you can find our returns policy [here](#)

Need help



FAQs

Find answers to frequently asked questions [here](#)



Visit one of our stores

Find your nearest store [here](#)



Email us

Send us an email at support@annsummers.com



Live chat

Chat with our customer team on the Ann Summers website or visit annsummers.com/help.

Our live chat operates during these hours:

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