

Drunkmunky RETURNS FORM

How to return items:

1. Fill in Box A if you would like a refund/exchange or Box B if you have received an incorrect item.
2. Please make it clear if you would like a refund or exchange if filling in box A.
3. Your order no. and product code can be found on your delivery note.
4. Use the pre printed label on your delivery note for your returns parcel - please note that this is not a free post label.
5. Enclose this form with the items you are returning back to us and we will process within 48 hours of receipt.
6. Please complete the form fully to avoid any delay in processing your return.

A) I would like a REFUND or EXCHANGE for the following:

Please note: we are only able to exchange items where a different size/colour of the same item is requested. Place a new order if alternative items are required and return the original item to us for a refund.

CUSTOMER NAME	ORDER NO.	QTY	PRODUCT CODE	REFUND (Tick box)	REASON CODE	FAULT (If Applicable)	EXCHANGE (Tick box)	REASON CODE	FAULT (If Applicable)	REPLACEMENT SIZE	REPLACEMENT COLOUR

REASON CODES: 1 - WRONG FIT 2 - ITEM FAULTY 3 - EXCHANGE

B) I have received an INCORRECT item:

ORDER NO.	PRODUCT ORDERED (Product Code)	PRODUCT RECEIVED (Product Code)	REFUND (Tick box)	REPLACEMENT (Tick box)

If the product is not returned within 14 days, and is not in fully resaleable condition or the packaging is damaged, we do reserve the right to refuse a refund on the item. This does not affect your statutory rights. Refunds can only be made to the original card of purchase. Refunds to a card other than the original can only be processed under the following circumstances: The original account no longer exists. Promotional products that are sent with an order must also be returned with your garments, if not we reserve the right to deduct the value from your refund. For any other information regarding our returns policy, please log on to our website and select the 'Delivery and Returns' page, or visit the 'Customer Service' page to contact us.

Returns to:
Drunkmunky Returns, DME Ltd, Unit 7, Cotswold Business Park, Millfield Lane, Caddington, Beds, LU1 4AJ UK

We recommend you obtain a certificate of posting / or use a recorded service, to ensure you are compensated for goods lost in transit back to us. Although we cover the standard un-recorded mail service back to our depot, we do not accept responsibility for items lost in the post. If you require a refund we will refund your order value or specific value of a garment. Please note that only if your garment is faulty we can refund postage costs. Items must be returned in their original condition.

