

Name	Order No.	Date

CUSTOMER SERVICES

0203 597 7577 customerservices@muubaa.com



Product Code	Quantity	Description	Size	Colour	Replacement Size	Replacement Colour	Refund (Please tick below)	Reason Code	Reason Code for Exchange or Refund
									1. Arrived Damaged 2. Too Big 3. Too Small 4. Too Long 5. Too Short 6. Style not as expected 7. Quality not as expected 8. Colour not as expected 9. Do not like colour 10. Wrong item received 11. Arrived too late 12. Other (please specify below)

If Reason Code is 12. Other please specify \_\_\_\_\_

**OUR SIMPLE RETURNS PROCEDURE**

1. Please complete this form as fully as possible and enclose it with your item(s) within 14 days of receipt. Please don't forget to use the reason codes.
2. Write or stick our Muubaa Returns address (bottom right) on your parcel and take it to a Post Office.

You will have to pay for postage.

We suggest that you retain a proof of postage.

## THANK YOU FOR ORDERING FROM MUUBAA

We hope you are happy with your purchase and with our service.

### TO RETURN AN ITEM

Items must be returned in a saleable condition with all labels still attached (except in the case of items that arrived faulty or have developed a fault). Please complete this form and enclose it with your item(s) within 14 days of receipt and we will process your refund or exchange. Exchanges can only be for the same item in a different colour or size. To see our full Returns Policy please see the Delivery & Returns section on our website.

### ANYTHING ELSE?

Please email us at [customerservices@muubaa.com](mailto:customerservices@muubaa.com) and we'll be happy to help.

# MUUBAA

Thank you for shopping at Muubaa. We hope you are happy with your purchase and with our service. If you wish to return or exchange anything please read the information enclosed and fill in the details on this form.

MUUBAA.COM

### **MUUBAA RETURNS:**

Bespoke Garments Processing  
Unit 17-18 Oakwood Hill  
Industrial Estate  
Loughton, Essex  
IG10 3TZ