

## Thank you for ordering from Willow Bug!

We really hope you'll be happy with the item you have chosen but if you do need to send it back we are happy to refund or exchange provided the item is in a fully re-saleable condition and within 30 days of receipt.

We reserve the right to refuse a refund or exchange if items are non-saleable or damaged. Full details of our Returns Policy can be found on our website [www.willowbug.co.uk](http://www.willowbug.co.uk). If you have any queries, please email us at [hello@willowbug.co.uk](mailto:hello@willowbug.co.uk) or call: **07720 893 441**.

## Returns Instructions

- Securely package up the item ensuring the form below is included in the parcel.
- Cut out the returns address below and attach to your parcel.
- Please ensure you obtain Proof of Postage for your parcel (Willow Bug Ltd will not be held accountable for items going missing in the post.) We recommend using Recorded or Special delivery.

**Please complete the form below and include in your parcel:**

Name:	Phone number:
<hr/>	
Address:	
<hr/>	
Post code:	Email address:

**Reason for return** (please tick)

- Incorrect size**     **Faulty item**     **Unsuitable**     **Other** (please specify)

**Action required** (please tick)

- Exchange** (please specify product, size and colour)     **Refund**



Returns  
Willow Bug Ltd  
78 Beckenham Rd  
Beckenham  
Kent, BR3 4RH  
UK