

Customer Name: \_\_\_\_\_

Order Number (if applicable): \_\_\_\_\_

Ticket Number: \_\_\_\_\_

Hi there!

Thank you for shopping with us at Birchbox.co.uk! We hope that you love your Birchbox goodies; however, if for any reason, you would like to return any products back to us - we've made it as simple as possible for you! Pack your returns in the original packaging and attach the pre-paid Royal Mail Returns label below to the outside of your parcel. Please send from a Post Office in order to obtain a proof of postage receipt and retain for your records.

- ❖ For more information on our returns policy please refer to – <https://support.birchbox.co.uk/hc/en-us/articles/204884685-What-is-your-return-policy>
- ❖ While we are not able to offer immediate exchanges, you can of course return any full-sized purchases for a full refund to your original form of payment and repurchase your desired product whenever you like.
- ❖ All refunds will be processed back into the original method of payment within 14 days

PRODUCT	REASON CODE	QUANTITY

Reason Codes:

- 1 - Changed my mind, 2 - Arrived too late, 3 - Parcel damaged on arrival, 4 - Incorrect item received
- 5 - Poor quality/faulty, 6 - Ordered Wrong Item, 7 - Ordered Wrong Colour
- 8 - Ordered more than 1 for choice, 9 - Cancelled order