

ARNOTTS

ONLINE ORDER RETURN

ARNOTTS
12 Henry Street
Dublin 1
onlinecustomerservice@arnotts.ie

HOW TO RETURN AN ITEM

- Our returns service is operated by An Post; a fee of €4.50 per parcel applies for all returns. To avail of this service please go to <http://www.returnmyshopping.ie/>. Follow the simple instructions on how to return your item(s) and print your An Post label. You need access to a printer to use this service.
- Please fill out the returns form and enclose this with your goods. It is important that we know the order number your items relate to in order to process the returned items and organise a refund.
- Please pack your product(s) carefully, preferably in the original box with the original packaging. If this is not possible, please pack to equivalent standards to ensure safe transit. The goods are your responsibility until they reach us, so make sure they cannot get damaged on the way.
- Ensure there are no other labels attached to your package and place your printed An Post label on the parcel.
- Bring the parcel to your local Post Office ensuring to present it at the counter to the clerk and ask for a receipt.
- Please retain a proof of postage until your refund has been processed.
- You may return item(s) in store by visiting the Click & Collect location at the Lower Basement Level.
- Once your return is received and inspected, we will endeavour to process your refund as soon as possible. This can take up to 14 working days depending on your original method of payment.
- You can place a new order online if a replacement size, colour or alternative items are required, and return the original item(s) to us for refund.
- If we sent you an incorrect product, please return it and we will send you the correct one. We will reimburse you for the cost of postage.

* Please note that there is also an option available to customers in Dublin only to have returns collected by an An Post courier from your home at a cost of €7.

INTERNATIONAL RETURNS

How to return your items:

- Items can only be returned for refund. Simply fill in the returns form below and send it back to us with the item(s).
- You can place a new order online if a replacement size, colour or alternative items are required, and return the original item(s) to us for a refund.
- If we sent you an incorrect product, please return it and we will send you the correct one. We will reimburse you for the cost of postage.
- If your product arrived damaged in any way or is faulty please contact Online Customer Services on: +353 1 9038215.
- Please pack your product carefully, preferably in the original box with the original packaging. If this is not possible, please pack to equivalent standards to ensure safe transit. The goods are your responsibility until they reach us, so make sure they cannot get damaged on the way.
- Please post it to: Arnotts Online Returns, 12 Henry Street, Dublin 1, Ireland
- Please retain a proof of postage until your refund has been processed and to be absolutely sure the items arrive back to our returns section, you should use a tracking service.

ARNOTTS

RETURNS POLICY

JUST PLACED YOUR ORDER AND CHANGED YOUR MIND?

- So you've purchased one of our products online but it hasn't fit the bill. Not to worry, you can cancel your order within 14 days of receipt of your ordered goods and return your item(s) within 14 days of notification of cancellation of your order. Please complete the returns form and include it with your return parcel. You can notify our Online Customer Service team in advance of sending your return parcel.
- Please note that all returned items must be unworn, unused and in their original packaging. Please pack your product(s) carefully, preferably in the original box and packaging. If this isn't possible, then please pack to these standards to ensure nothing gets damaged in transit [the good(s) are your responsibility until they reach us]. Finally, bring your package to the Post Office and ask for a receipt of postage. If you wish to return the item(s) directly to Arnotts Department Store, please visit our Click & Collect location at the Lower Basement Level and we will be very happy to help you.

We shall reimburse you within 14 days from the day on which you inform us that you are returning the item(s). We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest. On inspection of the goods during this time, or after, as the case may be, if we find that you have handled the goods beyond what is necessary to establish the nature, characteristics and functioning of the goods, you will be liable for the diminished value of the goods. In such circumstances, we may withhold an amount to reflect the diminished value of the goods.

SOMETHING IS NOT QUITE RIGHT...

- If a product is defective in any way, please return it as soon as possible after becoming aware of the defect and we will either deliver a new one to you or refund you the cost of the product and postage. Any breakages or damages must be reported to us within 24 hours of delivery.

IN THE INTERESTS OF HYGIENE OR SAFETY REASONS

- Personal grooming products, hats, lingerie, hosiery, men's underwear, swimwear, mattress protectors and pillows cannot be returned once the packaging has been opened or damaged, unless faulty.
- Beauty products and computer software which contain a security seal can only be returned if the security seal has not been tampered with and/or unsealed.
- Watches and jewellery cannot be altered in any way.

ALL GOODS WILL BE INSPECTED ON RETURN

- Please note that you are required to take reasonable care of the goods prior to returning them. You are liable for any diminished value of the goods resulting from the handling of the goods beyond that necessary to establish their nature, characteristics and functioning. The goods are your responsibility until they reach us, so make sure it's packed properly and can't get damaged on the way. In the unlikely event that an item is returned to us in an unsuitable condition, we may have to send it back to you.

WE RECOMMEND

- We recommend that you obtain a proof of postage and to be absolutely sure the items arrive back to our returns section, you should use a tracking service.
- If you wish to return your items in store, please visit our Click & Collect location at the Lower Basement Level.

Please contact us at onlinecustomerservice@arnotts.ie for further information. We will be happy to help you in any way that we can.

ARNOTTS

ONLINE ORDERS RETURNS FORM

ARNOTTS
12 Henry Street
Dublin 1
onlinecustomerservice@arnotts.ie

RETURNS FORM

| | |
|----------------------|--|
| Customer Name: | |
| Customer Address: | |
| Order Number: | |
| Date Order Placed: | |
| Date Order Received: | |

I wish to withdraw from my contract of sale for the item(s) listed below.

Customer Signature

Date

| DESCRIPTION | SIZE | EXCHANGE | REFUND | REASON CODE |
|---|------|----------|--------|-------------|
| Arnotts Collection Merino V-Neck Jumper Red | L | | ✓ | M. |
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| | | | | |
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REASON CODES

| | | | | | | |
|--------------------------|-------------------------|---------------------------|-----------------------|------------------------|-----------------------|--------------------|
| A Not As Pictured | B Missing Item | C Arrived Too Late | D Poor Quality | E Faulty | F Too Big | G Too Small |
| H Does Not Suit | I Incorrect Item | J Parcel Damaged | K Wrong Colour | L Unwanted Gift | M Changed Mind | |