

* ORDER #	
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Name: \_\_\_\_\_

I am using: Royal Mail [ ] Own postage [ ]

Return reasons: 1. Too big 2. Too small 3. Doesn't suit me 4. Ordered more than one size 5. Not as expected 6. Wrong item 7. Poor quality / faulty

Qty	Product code	Description	Refund	Exchange Please state <u>size</u> and <u>colour</u> wanted	Reason for return (EG. 1)

**You may return an item that is in its original resalable condition for refund or exchange within 28 DAYS of receiving it.**

1. Write your order number in the top left box – **\*Without this we cannot identify the return & your refund may be delayed.**
2. Fill out the returns form with the details of items being returned, specifying whether you would like a refund or exchange – **We are only able to exchange for the same item in a different size/colour.**
3. Choose a returns method:

**ROYAL MAIL**

Drop your parcel off at your local Royal Mail Customer Service point, Post Office Branch or local postbox.

Print your pre-paid label at home from  
<https://www.royalmail.com/track-my-return/create/3743>  
 Or with Royal Mails free label printing service

Please keep your receipt with your tracking on.

**POST**

You can return the parcel directly to:

Tokyo Laundry Returns, Unit 14, Park Seventeen,  
Whitefield M45 8FJ

We recommend a recorded service, and to keep your proof of postage, as the parcel is your responsibility until it reaches us.

**Please note that our pre-paid Royal Mail returns labels are subject to a fee of £2.99. This is pre-paid for your convenience, so you can just print your label and drop your parcel off. The fee will be deducted from your refund.**

**We aim to process your refund or exchange within 3-5 working days of receiving your parcel back to us.**

**EXCHANGES**

We are happy to offer exchanges, however we recommend that instead you place a new order for the replacement item and return the original for a refund. This ensures you receive your new item promptly, and guarantees the stock is available.

If for any reason you have received a wrong or faulty item, please email us so we can resolve this as quickly as possible for you. For this and any other questions you can email us at [customerservices@tokyolaundry.com](mailto:customerservices@tokyolaundry.com)

This returns policy does not affect your statutory rights. Full terms and conditions available at: [tokyolaundry.com/returns](http://tokyolaundry.com/returns)