**Our4Walls Return Form (Downloadable)**

1. **Customer & order information**
   * Order number:
   * Full Name: (pulled through from order number?)
   * Contact Number: (pulled through from order number?)
   * Purchase date: (pulled through from order number?)
   * Email address: (pulled through from order number?)
2. **Product information**
   * Item(s) being returned: (pulled through from order number? Product Name/Description or SKU)
3. **Reason for return:** (select from dropdown?):

Wrong Item

Damaged

Unwanted

Other

* + Quantity: (pulled through from order number?)

1. **Condition of product:** (select from dropdown?)

Unused

Unworn

In original packaging

Other:

1. **Return Method**
   * Preferred return method: (select from dropdown?)

Post

Collection

* + Refund or exchange: (select from dropdown?)

Refund

Exchange

Credit note

1. **Proof of Purchase**
   * Upload Receipt/Invoice: (Is this required,or can it be pulled through from order number?)
   * Or choose file to upload
2. **Refund Method**
   * Refund to Original Payment Method: (select from dropdown?)

Yes

No

If No, specify refund method:

1. **Return Shipping Label**

Can they download return label when the download the return form?

1. **Additional Comments**
2. **Shipping Address for Returns:**

**Return Address:**  
Our 4 Walls Ltd  
Unit 6C, Midland Trading Estate

Consul Road

Rugby

Warwickshire

CV21 1PB

1. **Important Notes:**

* **Return postage**: The buyer is responsible for the return shipping costs unless the item is faulty or damaged.
* **Refund processing time**: Once the return is received, processing will take up to 7-10 business days.
* **Return policy**: Items must be returned within 14 days of receiving your order.
* Please ensure that all items are in their original condition, unused, and with all packaging intact.
* Please review our return policy on Our4walls for full terms and conditions.

1. **Acknowledgment**

I have read Our4Walls return policy and understand my rights:

**Signature:**   
**Date:**