Kates Skates Return Note

Instructions for preparing and sending your return

We're sorry to hear the item(s) isn't suitable, providing it's returned in a **new and unused** condition and **within 30 days** of you receiving the goods, we will be able to offer an exchange or refund depending on your preference.

For exchanges, **please contact us** - support@kateskates.co.uk – so we can advise further. We will require your order number and full details of the exchange item to assist you.

Return shipments are at your own cost and convenience so we recommend researching the best service for your needs. There are online services such as Hermes and Collect+ that will offer more competitive rates than Royal Mail. Special Delivery can prove very expensive and is not recommended.

Please package the items suitably for transit before attaching any shipment labels. In most cases the shipment packaging the goods were originally sent in can be reused but prior shipment information needs to be removed/covered to avoid confusion. Please do not stick tape or labels on the product's own branded packaging as this will delay your return being processed and if the packaging needs to be replaced a deduction will be made against your refund.

Returns
Kates Skates
Carriage/Staff Entrance
12-22 Dalkeith Street
Barrow-in-Furness
Cumbria
LA14 1SP
UNITED KINGDOM

Please note, this is an address label and is not a prepaid shipping label.

So your return can be processed as swiftly as possible, please include the below cut off in with your return. If you don't have access to a printer, you can write this information on a piece of paper instead.

Name -		***Reason***	***Code***
		Wrong size	*A*
Order Number -		*No longer required*	*B*
		Not compatible	*C*
Delivery Postcode -		*Not as expected*	*D*
		Other	*E*
Quantity	***Product Name***	***Size/Colour***	***Reason Code***