



111 Askew Road, Shepherd's Bush, London W12 9AS
020 8001 4500 / info@thecocktail.co.uk

RETURNS

If your recent purchase isn't quite what you wanted and you would like to return something our policy is as follows:

1. You must notify us within 14 days of receiving the goods and return the goods to us within 14 days of notifying us so that we can give you a full refund or exchange the item. Please note that any items bought at a discounted price must be returned within 7 days of receipt and are only eligible for a credit note.
2. All items must be returned to us unworn, undamaged and unwashed with the sale tag still attached. We reserve the right to refuse any item that is contrary to the above and that we deem not to be in a saleable condition.
3. We cannot be responsible for items lost in transit so we ask that you please use a secure delivery service and attach the correct postage to your parcel. Please also print and fill in the form below and enclose it with the item(s).

Please send your item(s) to: Cocktail Returns, 111 Askew Road, London W12 9AS

Return of Faulty or Incorrect Products

Please contact us immediately if your item(s) are faulty, incorrect or damaged in transit on their way to you. Under these circumstances we will refund you the cost of the return postage, as well as the goods and your original postage. The item(s) must be returned within 14 days of receipt.

PLEASE PRINT, COMPLETE AND INCLUDE WITH THE ITEMS YOU'RE RETURNING:

Name:

Address:

Email:

Phone number:

Item(s) being returned:

Total no of items enclosed:

Reason for return:
