**Returns Form**

Please ensure you complete all columns on this form. If you do not include all of the requested information, we may be unable to process your return.

Please allow up to 28 days for your return to be processed from the date we receive it.

|  |  |
| --- | --- |
| **Your IDS Account reference (URN)** |  |
| **If you do not know your account reference, please list your company name and post code** |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **INVOICE NUMBER** | **PRODUCT CODE** | **SIZE/COLOUR** | **QTY** | **RETURN REASON CODE** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **A** Too big | **B** Too small | **C** Not as pictured | **D** Not as described |
| **E** Faulty/Damaged\* | **F** Wrong item received\* | **G** Dislike Styling | **H** Dislike Fabric |
| **I** Dislike Colour | **J** No longer required | **K** Ordered wrong item | **L** Other, please specify |

\***Incorrect and Faulty Items** – see information on following page

**Returns Policy**

You may return eligible items for a credit or a refund within 28 days of receipt (45 days for international orders). We do not offer free returns or exchanges. If you need to replace an item you have purchased, please return the unwanted item to us for a refund and then place a new order for the required item. We advise all customers to send items back on a tracked service and that you obtain proof of postage as the parcel is your responsibility until it reaches us.

Credit notes are issued **within 28 days of receipt of returned goods** and your IDS account is automatically credited.

If you wish to receive a refund for returned goods, please make this clear on your picking slip or contact us.

Credits can be used as payment methods upon checkout.

Please use the picking slip on the reverse of this page and highlight items you wish to return and make a note of the quantity and returns reason on the right-hand side next to the “Ordered” quantity.

**If you no longer have your picking slip, please use a copy of the returns form which you can find on** [**www.ids.co.uk/returns**](http://www.ids.co.uk/returns)**.**

|  |  |  |  |
| --- | --- | --- | --- |
| **A** Too big | **B** Too small | **C** Not as pictured | **D** Not as described |
| **E** Faulty/Damaged\* | **F** Wrong item received\* | **G** Dislike Styling | **H** Dislike Fabric |
| **I** Dislike Colour | **J** No longer required | **K** Ordered wrong item | **L** Other, please specify |

**Please note that** **if you do not include the picking slip or a returns form with all of the requested information we may be unable to process your return.**

**Eligible for return:**

* Unwanted goods in an unworn state with labels attached and with original packaging
* Tights, underwear and foot thongs in its original, sealed and unopened packaging
* CDs and DVDs in their original sealed packaging

**Not eligible for return:**

* Non-regular stock items such as dropship items and Made-To-Order items (MTO)
* Hats, wigs, hair accessories and foot accessories
* Face Masks
* Items where the costume bag, packaging or the label inside the garment has been marked or labelled in any way
* Underwear where the hygiene seal is not intact, or any labels have been broken. This includes bras, briefs, thongs, bra straps, body stockings, undergarments/body liners, dance supports/dance belts, foot thongs, socks and ToeSox. This is due to hygiene reasons.
* Toiletries including make-up and brushes which are unsealed after delivery. This is due to hygiene reasons.
* Where a product has a hygiene sticker or seal warning that the product cannot be returned once the sticker is removed, a refund will not be given if the seal is broken
* Items without the included accessories
* Items which have been worn or washed
* Items returned outside of our returns policy, ie 28 days for UK and 45 days for international.

**International Returns**

Parcels being returned from outside the UK must be clearly marked on the box as ‘Goods being returned to the UK’. From the 1st January 2021 this also includes EU countries. Any customs charges incurred by IDS due to a parcel not being clearly marked will be passed on to the customer and deducted from the corresponding credit. Please contact your local customs authority to claim back customs fees paid if you are returning items for a refund or an exchange.

**\*Incorrect and Faulty Items**

If you have received an incorrect or a faulty item, please contact us first before returning the item. Please e-mail us photos of the item you have received in error or the faulty item to hello@ids.co.uk along with your account reference, order number and item code of the incorrect or faulty item. We will then arrange for replacements to be sent and will advise what to do with the incorrect or faulty item.