

RETURN FORM

Fresh Orange Brands
Maaiveldweg 12
2661 CX Bergschenhoek
The Netherlands

In the unlikely event that you are dissatisfied with your purchase, for whatever reason, simply fill out the Returns Form below, add the 'Return Reason' code from the list and send the product back to us. To help with this we have provided the return address in the box to the left. Please cut it out and attach it to your return parcel.

Fresh Orange Brands returns policy

1. If you wish to return any non-personalized items for a refund, please do so within 28 days of delivery. We will aim to refund you within 21 working days from date of receipt of the goods.
2. If you wish to order an alternative garment or size, please order through our web site.
3. Please send your returned item(s) to Fresh Orange Brands in their original packaging with all tags or labels intact. If your item(s) have been damaged or altered in any way, we will be unable to accept these as a return.
4. We do not accept returns of personalized garments, unless the items are faulty.
5. If you have received a faulty garment or wish to see a copy of our terms and conditions, please contact the Fresh Orange Brands Customer Services team.

For returns outside of Europe

1. If you have purchased garments through a school or club site that offer a central collection point and wish to return an item, please place this in the original packaging along with the Returns Form displaying your name, address and order number and take this along to the relevant organization & drop off point. The school or club will then forward your Returns package to Fresh Orange Brands on your behalf. Please allow 21 days for any refund to be processed. You will receive an email confirmation once your refund has been processed
2. If you wish to return your item(s) directly to our European Returns Centre you will be required to pay postage, however if the garments are faulty, we will refund the postage cost based on the local rates charged by the Post Office provider for your country.
3. Please complete the Returns Form and include it in the package with your items.
4. For items returned from directly to our European Returns Centre please return to:
**Fresh Orange Brands,
Maaiveldweg 12 ,
2661 CX, Bergschenhoek,
The Netherlands**
5. Remember to ask for a valid Proof of Postage at the Post Office as this may be required if your parcel is mislaid during delivery.
6. If you wish to order an alternative garment or size, please re-order through your school or club site via your web account.

PRODUCT CODE	COLOUR	SIZE	QTY	REASON CODE	ADDITIONAL COMMENTS

RETURN REASON CODES

- (A) Too small/short (B) Too big/long (C) Incorrect product (D) Faulty (E) Quality not as expected (F) Other