

Except where an item has proved to be faulty, please note that items can only be accepted for refund if they are returned in completely new, unworn and resaleable condition. Items must be returned within 30 days of receipt, unless agreed otherwise. Please ensure that tags are NOT removed and that items are returned complete with all original manufacturer's packaging, where applicable.

In accordance with our published Terms & Conditions, discount eligibility (if any) is calculated on order value after taking into account the value of any returned items and will be reflected in any refund due.

All items remain the responsibility of the customer until the point of receipt into our warehouse. We therefore advise you to consider using a trackable service (this is not obligatory). Within the UK, a proof of posting certificate is free and will not only safeguard you, but will also provide insurance up to 100 times the cost of a 1st class stamp. For most items, this is perfectly adequate.

Ollipops Order Number:	
Your Name:	
Your Phone Number (used only in case of query – not mandatory):	
Your Email Address (used only in case of query – not mandatory):	

Quantity	Product Code & Size	Remarks (if any)

All returns MUST be sent to our returns address:

Ollipops.com
Unit 4 Sunfield Business Park
New Mill Road
Finchampstead
Wokingham
Berkshire RG40 4QT
U.K.

The above address is for returns only - if you have a query about your order or about returning an item or about any of the products on our website, please call Ollipops on +44 (0)1730 444100 or email sales@ollipops.com.