



## **ALPHABET SOUP - RETURNS AND REFUNDS**

### **RETURNS**

If you are not completely satisfied with your purchase simply return the goods in the original packaging within 14 days with the completed returns form.

Parcels may take up to 7 working days to reach us so we recommend that you send items back within 7 days of receipt to ensure the goods arrive to us within 14 days.

We suggest you obtain a proof of postage in case goods arrive back late. We regret that we cannot accept items which are received after 14 days from receipt or which are no longer in a resalable condition.

Please note that in the interests of hygiene we cannot exchange or refund earrings or toiletries.

Goods should be returned to:

*Alphabet Soup  
69 High Street  
Great Missenden  
Bucks  
HP16 0AL*

### **FAULTY GOODS OR GOODS DAMAGED IN TRANSIT**

In the unlikely event that a parcel arrives damaged or faulty please contact us immediately on [customerservices@alphabetsoup.co.uk](mailto:customerservices@alphabetsoup.co.uk). Please quote your order number and give details of the problem with the item. We will then advise on how to proceed with the return.