

# RAINBOW CLUB

[www.rainbowclub.co.uk](http://www.rainbowclub.co.uk) | Tel: +44(01392) 207030 | [shoes@rainbowclub.co.uk](mailto:shoes@rainbowclub.co.uk)

Rainbow Club, 3 Hennock Court, Hennock Road East, Marsh Barton, Exeter, Devon, EX2 8RU

## Your Returns

If for any reason you are not happy with our products, please return them unworn and in their original condition within 28 days of purchase. We will exchange the item or provide you with a full refund via the original method of payment.

In the unlikely event our goods are received with a fault please email photos of the fault, along with your order number, to [shoes@rainbowclub.co.uk](mailto:shoes@rainbowclub.co.uk) so we can advise on the best course of action.

## U.K Customers – Yodel

Please return goods in their original packaging via a tracked parcel service. For up to 10 pairs, we have negotiated a special rate using Yodel. [www.yodel.co.uk/returns/rainbowclub](http://www.yodel.co.uk/returns/rainbowclub). This ensures that the parcel is tracked back to us minimising risk and costs for you.

Please check the returns page on our website for terms and conditions.

## Returns

I am returning the following goods in their original packaging, unworn and undamaged because of the following reasons:

**Name:**

**Order Number:**

| Product Name | Colour | Size | Quantity | Reason code for return | Exchange size | Refund |
|--------------|--------|------|----------|------------------------|---------------|--------|
|              |        |      |          |                        |               |        |
|              |        |      |          |                        |               |        |
|              |        |      |          |                        |               |        |
|              |        |      |          |                        |               |        |

**Comments:**

## Reason codes for Return

| Sizing & Fit |                                    | Product Quality & Satisfaction |                            | Service & Delivery |                          |
|--------------|------------------------------------|--------------------------------|----------------------------|--------------------|--------------------------|
| 11           | Product too big                    | 21                             | Product marked             | 31                 | Incorrect items received |
| 12           | Product too small                  | 22                             | Product faulty on receipt  | 32                 | Arrived too late         |
| 13           | Product too long                   | 23                             | Not suitable               |                    |                          |
| 14           | Product too short                  | 24                             | Does not match description |                    |                          |
| 15           | Product too wide                   | 25                             | Colour not as expected     |                    |                          |
| 16           | Generally poor fit                 |                                |                            |                    |                          |
| 17           | More than 1 ordered for choice/fit |                                |                            |                    |                          |