

# 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				