peterchristian.co.uk

PETER CHRISTIAN
GENTLEMEN'S OUTFITTERS

Hello there!

Peter Christian is all about looking good and feeling great. I want you to be totally happy with our garments, so if you need to exchange or return any eligible item, I offer a no quibble 30 day guarantee. To make life easy, you can now make a **Trackable Return** online with our trusted returns partner.



Nick Alderton

Sending Something Back? Start your RETURN in 3 Easy Steps

1 RETURNS & EXCHANGES MUST BE INITIATED ONLINE

To generate your exchange / refund, follow the link on our website to access our Online Returns Portal:

peterchristian.co.uk/returns-and-exchanges

For a quick link, scan this QR code with the camera **ON YOUR MOBILE DEVICE**.

NOTE: This QR code should NOT be scanned directly by our returns partners.

2 Once on our Online Returns Portal, follow the instructions to complete your trackable return or exchange.

You will be required to complete the first 5 digits of your postcode or your email address, along with your returns order number. (Find your returns number on the confirmation email sent when you placed your order).

Print your returns label at home or download the QR code onto your mobile device to generate your label at drop-off.

3 PACKAGE YOUR PARCEL READY FOR RETURN

Please ensure your garments are returned within 30 days of receipt—unworn, in perfect condition, with their original labels attached and in their original outer packaging.

Whenever possible, please re-use the mailing bag or box your order arrived in to return your item. It's a simple way to reduce waste and help us care for the environment.

To enable swift processing of your return or exchange, **PLEASE INCLUDE THIS INVOICE IN YOUR PARCEL**.

Please ensure the parcel is securely sealed with strong tape. **DO NOT** use staples as they may damage the garments inside.

Attach your returns label to your package and complete the return within 5-10 days.

You will be given a receipt with a tracking number. **Please keep this safe until your return/exchange has been processed.**

EXCHANGES ARE FREE Exchanges may be requested for a different size or colour of the item originally purchased. If you would like an alterative item, please return your order and place a new one. If the replacement garment is in stock, dispatch will normally be within 7 to 8 working days from return receipt. If the requested item is out of stock, it will be sent out to you as soon as we receive more stock.

REFUNDS It can take up to 7 working days from the day we receive the item to process your refund. Refunds are made via the original payment method.

NON-UK RETURNS Please note, you are liable for the cost of postage, please visit our website for further information.

If you wish to discuss your order, please contact our expert in-house Customer Care Team:

01273 492 287 Monday to Friday 9am–5pm

Or email us at: **helpdesk@peterchristian.co.uk**

RETURNS & EXCHANGES MUST BE INITIATED ONLINE

We cannot accept responsibility for any costs or losses incurred if items are returned in any other way.

All items being returned or exchanged must be in "as-new" condition unworn and with their original packaging with labels still attached (this excludes faulty items). We cannot accept returns or offer an exchange/refund on underwear or swimwear, worn items, or items that have been altered either by your own, or by our in-house tailoring service.

Please refer to our website for our full Terms & Conditions

Your invoice explained:

QTY (Quantity)	The quantity you have ordered.
BO (Back Order)	These are garments we cannot deliver immediately but will send as soon as possible.
SH (Shipped)	These garments are in your parcel.