



RETURNS

Want to return an order? No problem just simply fill out this form

Reason for Return.

Product Code	QTY	Reason for return	Refund amount

1. Incorrect Size
2. Faulty/Damage
3. Incorrect colour
4. This is not what I ordered
5. Other

Date: _____

Address: _____

Tel No: _____

Order Number _____

Postcode _____

If your item is NOT personalised:

On receipt of non-personalised apparel kindly repackage and send it back to us at **Needle and Eagle, PO Box 680, STAINES-UPON-THAMES, TW18 9HQ** within 14 days of receipt, letting us know the reason for return (you can find the returns form below). We recommend you use a signed-for delivery service with proof of postage. (Please note that you will have to bear the direct cost of returning the product)

Once we receive the apparel, we will process the refund directly to your payment card, provided that the item arrives with us undamaged and in a resaleable condition. Please do not destroy or throw away any product, even if it is faulty, before you have contacted us and agreed that doing so will not affect any refund you may be entitled to.

If your item is personalised:

All personalised apparel is non-cancellable and non-refundable. Any items which cannot be re-sold due to their bespoke nature are exempt from the usual returns policy.

Needle and Eagle PO Box 680 STAINES-UPON-THAMES TW18 9HQ

• **NEEDLE + EAGLE** •