

# RETURNS FORM



NAME \_\_\_\_\_  
ORDER NO. \_\_\_\_\_  
ORDER DATE \_\_\_\_\_  
EMAIL \_\_\_\_\_

We hope you enjoy your special Inis Meáin knitwear, however if you need to make a return, we'll be happy to refund a purchase based on our Returns Policy below.

PRODUCT NAME	SIZE	REFUND/EXCHANGE	CODE	FURTHER DETAILS / NEW SIZE REQUESTED
		<input type="checkbox"/> <input type="checkbox"/>		
		<input type="checkbox"/> <input type="checkbox"/>		
		<input type="checkbox"/> <input type="checkbox"/>		

CODE:

1. Size not fitting well    2. Looks different to image on site    3. Quality issue/Shipping error    4. Other

## RETURNS CONDITIONS:

- 1) The garment is unworn and in the same condition as when it was dispatched.
- 2) The garment is returned to us within 14 days of receiving your order.
- 3) The garment is accompanied by the Returns Form completed with a Code and Further Details about the return.
- 4) A maximum of 3 garment returns per customer per year can be refunded where no quality issue/shipping error is involved.

## RETURNS INSTRUCTIONS:

- 1) Email us to let us know of your intended return.
- 2) Complete our Returns Form and include in your return package.
- 3) Pack your return well, as we cannot take responsibility for items damaged during transit.
- 4) Use a trackable insured service, as we cannot take responsibility for items lost during transit.
- 5) Email us to notify us that your return has been sent, including your tracking number.

## RETURNS SHIPPING:

Due to our off-shore, remote location, shipping is very costly and the original shipping costs are already subsidised by us. Therefore please note our Returns Shipping Policy below.

- 1) For a quality issue/shipping mistake, please email us with details and we will send a pre-paid returns label.
- 2) Aside from a quality issue/shipping mistake, the customer pays for the return shipping, and the original shipping cost will be deducted from the refund.
- 3) For Exchanges the customer pays to ship back the original garment and we will ship the replacement garment at our cost.

## EXCHANGES:

- 1) We can offer an exchange for another size in the same garment, if in stock online.
- 2) If in stock, please email us to hold the replacement size for 7 working days.
- 3) Replacement size will be shipped out on receipt of original garment.

## SEND RETURNS TO:

Inis Meáin Knitting Company - Returns  
c/o Aer Arann - Connemara Airport  
Inverin  
Co. Galway  
H91 DC80  
Ireland

EMAIL: [shop@inismeain.ie](mailto:shop@inismeain.ie)