

# Act.

IF YOU ARE NOT HAPPY WITH YOUR ORDER FOR ANY REASON, WE'LL BE HAPPY TO TAKE THE GOODS BACK AS LONG AS THEY ARE UNWORN AND THEY STILL HAVE THE LABELS ATTACHED WITHIN 14 DAYS OF RECEIVING YOUR ORDER. PLEASE COMPLETE AND ENCLOSE THIS FORM WITH YOUR RETURNED GOODS.

YOUR NAME:

ORDER NUMBER:

EMAIL ADDRESS:

DATE:

RETURN CODE	QTY	ITEM DESCRIPTION	SIZE	REFUND	EXCHANGE (PLEASE SPECIFY IN COMMENTS)	NEW SIZE	NEW COLOUR
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____

COMMENTS:

## Return codes

1. DOESN'T FIT PROPERLY
2. DOESN'T SUIT ME
3. CHANGED MIND
4. INCORRECT ITEM RECEIVED (PLEASE EXPLAIN)
5. LOOKS DIFFERENT TO IMAGE ON SITE
6. QUALITY ISSUE/FAULTED (PLEASE EXPLAIN)
7. OTHER (PLEASE EXPLAIN IN THE COMMENTS SECTION)

Please send returns to:

Act Series  
Carrer de Can Danús, 4  
07001 Palma de Mallorca  
Illes Balears  
Spain

## Important notes

- PLEASE ENSURE ALL RETURNED GOOD ARE WELL PACKAGED TO AVOID ANY DAMAGE DURING TRANSIT.
- PLEASE ENSURE ALL FOOTWEAR BOXES ARE COVERED BY A PROTECTIVE OUTER LAYER – DO NOT APPLY ANY STICKERS OR SHIPPING INFORMATION DIRECTLY TO ANY FOOTWEAR BOXES.
- PLEASE ENSURE ALL RETURN PACKAGES ARE SENT WITH A TRACKABLE, INSURED SERVICE, AS WE CANNOT TAKE RESPONSIBILITY FOR ITEMS DAMAGED OR LOST IN THE RETURN TRANSIT. RETURNS MUST BE COVERED BY THE CUSTOMER.
- PLEASE REMEMBER TO KEEP YOUR PROOF OF POSTAGE UNTIL YOU RECEIVE CONFIRMATION FROM ACT SERIES.
- RETURNS ARE NORMALLY PROCESSED WITHIN 2-3 WORKING DAYS OF US RECEIVING YOUR RETURN.