

# RETURN/EXCHANGE



**STRAUSS**

Returning your Strauss goods? - This is how it works:

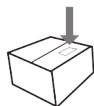
Dear Customer,



- Fill in your returns form and place it inside your returns packaging



- Place your goods (in their original condition and packaging) in a box or other suitable outer packaging. Please note: products do **NOT** have to be returned in the same parcel you received them in - due to current Royal Mail restrictions the maximum dimensions of your outer packaging must not exceed **61 cm x 46 cm x 46 cm**



- Create your return label on <https://www.royalmail.com/track-my-return#/details/3930> and attach it to the outside of your return packaging:



No printer? No problem. You can print your parcel return label at a Post Office or Customer Service Point. If your parcel weighs more than **20kg**, please contact us on 01252600225.



- Take your returns parcel to your nearest Post Office
- Ensure to obtain proof of posting
- Keep receipt for your own records

Our returns process is to fully refund you for the items that you return, then we will create an exchange order for the new items. All exchange orders will receive free delivery. Once paid, the exchange order will be dispatched to you.

## NB

- Please note that we can only cover the cost of carriage if you follow the process mentioned above. Or visit <https://www.strauss.com/uk/en/Service/Exchange>.



- Returned goods must be in their original condition, which means:
  - All labels still attached (inside and outside)
  - Have not been washed or worn
  - Free from stains, pet hair and odours

## EXCLUDED FROM EXCHANGE:

- Technical goods with opened packaging (printer cartridges, calculators etc.)
- Personalised goods (embroidered / printed goods)