

## RETURNS INFORMATION SHEET

When returning goods, please supply a copy of the despatch note that you received with the order.

Return Address:

Clement House  
Commerce Way  
Colchester  
Essex  
CO2 8HY

All goods to be returned at the customer's expense. (postage will be refunded where necessary)

Please indicate a reason for the return/exchange:

INCORRECT ITEM

INCORRECT COLOUR

INCORRECT SIZE

FAULTY

NO LONGER REQUIRED

OTHER  (Please indicate)

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Item(s) being returned:

1. \_\_\_\_\_ Colour \_\_\_\_\_ Qty \_\_\_\_\_ Exchange  Or Refund

2. \_\_\_\_\_ Colour \_\_\_\_\_ Qty \_\_\_\_\_ Exchange  Or Refund

3. \_\_\_\_\_ Colour \_\_\_\_\_ Qty \_\_\_\_\_ Exchange  Or Refund

4. \_\_\_\_\_ Colour \_\_\_\_\_ Qty \_\_\_\_\_ Exchange  Or Refund

5. \_\_\_\_\_ Colour \_\_\_\_\_ Qty \_\_\_\_\_ Exchange  Or Refund

6. \_\_\_\_\_ Colour \_\_\_\_\_ Qty \_\_\_\_\_ Exchange  Or Refund

7. \_\_\_\_\_ Colour \_\_\_\_\_ Qty \_\_\_\_\_ Exchange  Or Refund

8. \_\_\_\_\_ Colour \_\_\_\_\_ Qty \_\_\_\_\_ Exchange  Or Refund

Once the goods have been received we aim to exchange/refund within 5 working days.

Returns Policy:

It is the duty of the customer to examine all goods immediately upon receipt and all claims must be notified to us within 7 days.

If you have purchased goods from ISE and an item is either faulty or not up to your standards you have 14 days from date of receipt to return the item to us for a full refund.

Items must be returned in the same condition that they were received.

Embroidered garments can only be returned if they are faulty.