



RETURNS NOTE AND INSTRUCTIONS

You can return your goods for any reason, within 30 days of purchase. All we ask is that the footwear is returned in a resalable condition and is unworn, unmarked and sent back to us in the original, undamaged shoe box.

To ensure we can process your return correctly, please follow the below instructions:

1. Fully complete this returns notes which should be included within your parcel. You can access a digital copy online the NPS Shoes or Solovair website.
2. Once completed, include the returns note within the returning parcel. Returns can only be accepted with the returns form.
3. Post your return to Solovair (NPS Shoes LTD), 17 South Street, Wollaston, Northamptonshire, NN29 7RY.
4. For international orders please mark your parcel as a return, this will ensure the parcel is cleared through customs and no additional charges are applied.
5. We do not cover the cost for return postage. We recommend you use a service which provides proof of postage. The parcel remains the responsibility of the customer until it reaches our factory.

ORDER NUMBER	DAYTIME TELEPHONE NUMBER	EMAIL ADDRESS

WHAT YOU ORDERED

QTY	ITEM DESCRIPTION	SIZE	REASON CODE	EXCHANGE	REFUND

REASON FOR RETURN:

1. Looks different to image on website
2. Ordered more than one size
3. Arrived too late
4. Poor quality / faulty
5. Doesn't fit properly
6. Incorrect item received
7. Other – We'd like to know

POSTAL RETURNS LABEL:

ONLINE RETURNS

Solovair (NPS Shoes LTD)

17 South Street

Wollaston

Northamptonshire

NN29 7RY