

Product Return Form

Returns Address: On movement Ltd, 38 Keir Hardie House, Marian Way, London NW10 4BT

To ensure your return is processed efficiently please fill in all 5 steps below, if more room is required please attach another page or write on the reverse of this form. More details on how we process returns can be found on our return page.

Step 1.

Enter your 6-digit Invoice Number

#

Date Received

Your invoice number can be found on your INVOICE and on the email you received from us when you ordered.

Step 2.

Enter your full name

Enter your email address

Step 3.

Complete the following section for each item being returned:

| Item | Price Paid | Reason for return | Refund/Exchange/Replace?   | Item to be exchanged for (if applicable) |
|------|------------|-------------------|--|--|
|      |            |                   | Refund <input type="checkbox"/><br>Exchange <input type="checkbox"/><br>Replace <input type="checkbox"/> |  |
|      |            |                   | Refund <input type="checkbox"/><br>Exchange <input type="checkbox"/><br>Replace <input type="checkbox"/> |  |

Step 4.

Print this form and put into the box/ package along with the the item and post to us.

**NOTE:** It is your responsibility to ensure the items you are returning arrive with us in good condition. We have a right to reduce the refund to reflect any loss in value where the goods have been used or worn. 'beyond the sort of handling that might reasonably be allowed in a shop'. We recommend you use a tracked delivery service such as Royal Mail Tracked Delivery, and insure the item for the appropriate cost. We also urge you to return the item in the same package it arrived. protection.

RETURNS POLICY

the original invoice supplied and details of whether you require a refund or exchange or a basic note with your details, order/invoice number and your requirements for exchange or refund.

We recommend you send the return recorded delivery as we are not responsible for items lost in the post. The cost of returning the item is your responsibility.

Once a return is received a refund will be processed within 14 days of the item being received, typically 48 hours.

We have a right to reduce the refund to reflect any loss in value where the goods have been used or worn 'beyond the sort of handling that might reasonably be allowed in a shop'.

Refunds are processed according to the original method of payment.

In the unlikely event that we have dispatched the incorrect item, you are eligible for a refund on your return postage costs. Please contact us in advance to inform us of this at onmovement@mail.com after we have received the incorrect item from you we will dispatch the correct one immediately. Please send your item by Royal Mail Recorded, not Royal Mail Special delivery.

This does not affect your statutory rights.