

Hello chaps!

*Peter Christian is all about looking good and feeling great. I want you to be totally happy with our garments, so if you need to return any item, I offer a no quibble 30 day guarantee. To make life easy, you can now create a **Trackable Returns Label** online, with our international returns partner.*



Nick Alderton

Sending Something Back? Print your RETURNS label in 2 Easy Steps

PLEASE ENCLOSE THIS FORM WITH YOUR RETURNED ITEM

1 Please select the reason for returning your item from the list below:

The garment looks different:	Other reasons:
<input type="checkbox"/> on the website	<input type="checkbox"/> Wrong item sent
<input type="checkbox"/> in the catalogue	<input type="checkbox"/> Wrong colour sent
<input type="checkbox"/> in the advert	<input type="checkbox"/> Wrong size sent
The garment:	<input type="checkbox"/> Arrived too late
<input type="checkbox"/> is too big	<input type="checkbox"/> More than one size ordered
<input type="checkbox"/> is too small	<input type="checkbox"/> Damaged/faulty item (please detail further below)
<input type="checkbox"/> doesn't suit me	
<input type="checkbox"/> fabric is not as expected	
<input type="checkbox"/> quality is not as expected	

Tell us more about your reason for a return

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2 Scan the QR code with the camera on your mobile device to go directly to our Online Returns Portal.

Or find the link on our website:
peterchristian.eu/returns-and-refunds



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At our Online Returns Portal, follow these easy steps to return your parcel:

1. Enter your details; this may include your full delivery postcode, or your email address, along with your **returns order number beginning with 3 or 4**. (*find your returns number on this invoice, above the list of items ordered, or on the confirmation email sent when you placed your order*)
2. Print your pre-paid smart label at home or download the QR code onto your mobile device to print in store.
3. **PLEASE INCLUDE THIS INVOICE IN YOUR PARCEL**
If possible, re-use the mailing bag or box that your order came in when you package your item. Please ensure the parcel is securely sealed with strong tape. **DO NOT** use staples as they may damage the garments inside.
4. Attach the pre-paid smart label to your package and drop it off at the postal office within 7 days. You will be given a receipt with a tracking number.

Please keep your receipt and tracking number safe until your return has been processed.

RETURNS Please note that you may only return goods for a refund. Refunds are made via the original payment method. Please allow 14 to 28 working days, from the day you post your item, for your refund to be processed.

A handling fee of €15 will be deducted from the refund total to cover preparation for resale costs.

ALL RETURNS MUST BE PROCESSED ONLINE

We cannot accept responsibility for any costs or losses incurred if items are returned in any other way.

Items must be returned within 30 days, in perfect condition and in their original packaging with labels still attached. Items not returned in this way may be liable to a 20% restocking fee. We cannot accept returns on underwear or swimwear, items that have been worn, or items you have requested to be altered by our in-house tailoring service. Please refer to our website for our full Terms & Conditions.

Your invoice explained:

- QTY** (Quantity) The quantity you have ordered.
- BO** (Back Order) These are garments we cannot deliver immediately but will send as soon as possible.
- SH** (Shipped) These garments are in your parcel.

If you wish to discuss your order, please email our expert in-house Customer Care Team:
helpdesk@peterchristian.eu