

OUR PROMISE

We understand that delivering what you order, when you want it is the most important thing we have to do. If something goes wrong, and occasionally it does, then fixing it quickly becomes the only thing we have to do. Simple.

IF YOUR ORDER IS LATE

Send us an email to late@asos.com – we'll reply within 60 minutes, refund your delivery charge and give you 10% off your next order. Simple.

IF YOUR ORDER IS WRONG OR FAULTY

Send us an email to wrong@asos.com, we'll reply within 60 minutes, send the right item out to you on a next day service and give you 10% off your next order. Simple.

IF YOU WANT TO CHANGE/RETURN SOMETHING

If you don't like your purchase or it doesn't fit, just send it back to us within 14 days. We'll ship you a different size or colour, or process a refund within 24 hours of receiving your return. Simple.

IF WE HAVEN'T SORTED IT OUT IN 2 EMAILS

We will call you at a time that suits you. Simple.

Need help? Visit our Help & Contact pages @ [asos.com](https://www.asos.com)

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asos.com

DELIVERY & RETURNS NOTE

Need to return something?
Simply fill in the form and
send it back to us with the
item/s you wish to return.
Simple.

We understand that delivering what you order, when you want it, is the most important thing we have to do. See reverse for our customer promise.

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