

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)

STYLE WITH SUBSTANCE

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.

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

STYLE WITH SUBSTANCE

PAGE:	YOUR ORDER SUMMARY	
	ORDER DATE:	ORDER NUMBER:

QTY	PRODUCT CODE	DESCRIPTION	PRICE	VAT	PRICE INC. VAT	REFUND? (✓)	EXCHANGE? (✓)	REASON CODE	FAULT (IF APPLICABLE)	REPLACEMENT SIZE	REPLACEMENT COLOUR

... IF SOMETHING IS NOT RIGHT, OR YOU WOULD LIKE A REFUND OR EXCHANGE, PLEASE FOLLOW THE STEPS BELOW WITHIN 14 DAYS OF YOUR DELIVERY:

- Next to the products listed above tick whether you would like a refund or exchange.
- We are only able to exchange items where a different size/colour of the same item is requested. You can place a new order if alternative items are required, and return the original item to us for a refund.
- Use the pre printed label attached to this form to attach to your parcel.
Please note that in the UK Royal Mail returns can take up to **7 working days** to arrive at our warehouse.
- Enclose this form with your parcel and we will process within 24 hours of receipt.
- Please retain a proof of postage.

I HAVE RECEIVED AN INCORRECT ITEM:

ORIGINALLY ORDERED ITEM CODE	INCORRECT ITEM CODE RECEIVED	I WANT THE ORIGINAL ITEM STILL (✓)	I WANT A REFUND (✓)

REASON CODES				
1 - TOO BIG	2 - TOO SMALL	3 - TOO LONG	4 - TOO SHORT	5 - POOR QUALITY
6 - STYLE DOESN'T SUIT	7 - ARRIVED TOO LATE	8 - NOT AS EXPECTED	9 - UNWANTED GIFT	10 - ITEM FAULTY

ASOS.COM
MAYLANDS AVENUE
HEMEL HEMPSTEAD
HP2 7DE
UK

IMPORTANT: This label is **NOT** pre paid. The cost of returning this parcel is your responsibility.

This returns policy does not affect your statutory rights. Please ensure you return the goods in their original condition within 14 days of them arriving with you. For any other information regarding our returns policy, please log on to our [Help & Contact](#) pages, select 'How do I return an item' and 'Returns Policy'.