



We hope you are delighted with the products you have purchased from us. However, if you wish to return anything, you can within 14 days of the receipt date. We will refund the value of the returned items using the original payment method within 2 working days of receiving the goods and notify you by email.

When you return an item we ask that it is in the original packaging and is not worn, washed, damaged or had the tags removed. We cannot accept any item which fails to meet these criteria, unless it is faulty.

Product exchanges

Due to the fast-moving nature of our product range, we cannot administer exchanges on any of our products, unless they were received as gifts or are faulty. Please contact us if you need to swap a gift or have a faulty product.

If you are looking to replace an unsuitable purchase, we ask that you re-visit the website to complete a new order and send any unwanted items back for refund, having completed section A below. This procedure has been put in place to benefit you the customer, ensuring that we turn around your required garments as soon as possible.

Items we have sent in error

We apologise if we have sent you any item in error, unfortunately this does occur infrequently. Please contact us immediately by phone or email if this has happened.

How to return your order

Re-package the products you wish to return and include this document after completing section A below.

If you have access to a printer, we can offer a subsidised Royal Mail return label at a cost of £2.50, please visit www.function18.com/returns to use it.

The £2.50 charge for this service will be deducted from your refund. This service is only to be used for goods with a total value below £125. For an alternate service please contact us.

You are also able to return parcels to us by a mail service or courier of your choice.

Please note that you are responsible for the goods until they are returned safely to us, therefore we advise that you use a tracked service, with an appropriate level of insurance.

Please send completed returns to:

Unit 3, Hawkshaw Business Park, Longsight Road
Clayton Le Dale, Lancashire, BB2 7JA - UK

Telephone: +44 (0)1254 814426
Email: info@function18.com

Section A

Name:

Order Date:

Order No:

Product Name (or SKU)	Refund or Credit Note?	Reason Code	Notes

Reason Codes:

1 - Too Big | 2 - Too Small | 3 - Don't Like | 4 - Not As Expected | 5 - Faulty | 6 - Wrong Item Received