Returns form

Please complete this form in full and either take it to store with you or include it in any parcel being returned.

Customer address:	Delivery address:	Order number:	Date received in warehouse: (warehouse use only)

Item code	Item description	Quantity dispatched	Quantity returned	Return code	Please tick one option	
					Replacement	Refund

Reason for return codes: **A** - Faulty **B** - Damaged **C** - Unsuitable **D** - Wrong size or colour

E - Don't like **F** - Parts missing **G** - Wrong item received **H** - Adverse reaction **I** - Recalled item

Additional comments:

How to return if you ordered in store

If you placed your order in a UK store, you'll need to return the item(s) to a UK store.

For orders placed in a ROI store, your items will need to be returned to an ROI store.

Please take this form and your till receipt with you when returning your item(s).

How to return if you ordered online

Option 1: Return to your local store
Take the item(s) and this form with you in to a Boots store for a refund or replacement.

Option 2: Return free by post
Please complete the above details and send this form with your items. To create your Royal Mail returns label, please go to: www.royalmail.com/track-my-return/create/2239

Option 3: Return heavy or bulky items
For more information, please contact Boots Customer Care. Details can be found at: www.boots.com/contact-us

You can return any unwanted item(s) to a Boots store within 35 days of receiving your order for a refund or replacement free of charge.

We can only replace like for like item(s). Medicines, food, personalised gifts or cosmetic products which have been opened cannot be refunded or exchanged, unless they're faulty.

We'll process your return for a replacement or refund as soon as it's received in the warehouse. If you've asked for a replacement, we'll update you via email. If your item(s) is out of stock, we'll refund you instead.

For refunds, we'll credit your original payment method and remove any Boots Advantage Card points collected. Please allow up to 14 days of receiving your return email for the refund to be processed.