

PRESENT®

Your Name:

Order Date:

Order Number:

Qty	Product	Size	Colour	Reason

Returns

If for any reason you are not happy with your purchase, you may return items bought online within 14 days from the date of receiving the goods. Items must be returned unused (unworn, unwashed, unaltered), in original packaging, and with all original garment tags still attached. Shoes should be returned with the original shoe box, free of damage and postal labels.

Returned goods can be exchanged or refunded (this does not include original delivery costs). You are responsible for the cost of returning an item to us. We advise that you send the parcel fully insured to the full value of the goods and ensure the items are strongly packaged. Please allow 14-21 business days from the time you post your order for your return or exchange to be processed.

We do not accept returns or exchanges on fragile goods such as magazines, books or apothecary items and intimates such as swimwear or undergarments.

Need Help?

Email
mailorder@present-london.com

Customer Service Hours (GMT)
Mon. – Fri. 10.30am – 6pm

Phone
+44 (0) 20 7033 0500

Return Address

Present
Attn: Returns
140 Shoreditch High Street
London, E1 6JE
United Kingdom

International Returns

Important information for International customers. Please mark returned packages "Returned Items", this should be written on the customs note and package. Present London will incur import charges and taxes if this is not written on the package and customs form. Failure to write this and your return will take longer to process and may be rejected.

Exchanges

Before sending back your return send an email to mailorder@present-london.com clearly stating what product, size and colour you would like as your exchange. This way we can hold your requested item(s) until your return arrives. Include a note with this Returns Form listing what products you have requested. We will then send out your exchanges when your return arrives.