

HOBBS

LONDON

Faulty Product Form

Please email this completed form back to customer service along with a picture showing the fault, if possible.

<u>Name</u>	
<u>Contact number</u>	
<u>Email address</u>	
<u>Home address</u>	
<ul style="list-style-type: none">• Please provide either your online order number or the relevant receipt information, as listed below: Location of purchase Transaction value Transaction date Last 4 digits of card used for payment	
<ul style="list-style-type: none">• Do you know the product name or product reference number?	
<ul style="list-style-type: none">• Please tell us about the fault with this garment	
<ul style="list-style-type: none">• How was this garment washed? (If applicable)	
<ul style="list-style-type: none">• Are you able to visit a standalone Hobbs store? If so, which one?	
<ul style="list-style-type: none">• How would you ideally like us to rectify this issue for you?	<ul style="list-style-type: none"><input type="checkbox"/> Gift card<input type="checkbox"/> Refund<input type="checkbox"/> Reimbursement for repair<input type="checkbox"/> Discount

Terms and Conditions

If your item was purchased more than 6 months ago, we may be limited in what we can offer by way of a resolution. Without proof of purchase we will not be able to provide a monetary refund. Concession purchases need to be returned to the concession in which they were purchased. A replacement item can only be offered as a like for like in the same style, colour and size. Hobbs are unable to provide a repair service on your behalf. If a repair can be carried out, Hobbs will require a receipt for the repair and can only reimburse up to the current selling price of the item.