

Please note: we do not process returns for items purchased from World Duty Free, Hermes and Bulgari. To return items purchased from World Duty Free, please contact their customer services via telephone on +44 (0) 1784 475 509 or Email: Customerservices.uk@dufry.com Alternatively visit their website to find out more - worlddutyfree.com/refunds-returns

This is not a Freepost service and therefore you will need to pay for postage and custom charges that incur.

1. Your Details (PLEASE USE BLOCK CAPITALS):

Title*	
First Name*	
Last Name*	
Address* (Including Country)	
Postcode/Zip*	
Telephone Number*	
Email Address*	
Heathrow Rewards Number	
Airport I.D. pass number (must be completed if staff)	

2. Details of good being returned (PLEASE USE BLOCK CAPITALS):

Item Description*	
Purchase Date*	
Name of Retailer (as it appears on receipt) *	
Terminal of purchase*	
Did you use Heathrow points to purchase the item?	

Proof of Purchase:

You must be able to provide proof of purchase document in order to return the item.

Proof of Purchase: * (Please tick box and attach the document to this form)	<input type="checkbox"/> Till Receipt
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Reason for Return:

Reason for Return: * (Please Tick Box)	<input type="checkbox"/> Item Faulty	<input type="checkbox"/> Change of mind	<input type="checkbox"/> Unwanted Gift
	<input type="checkbox"/> Wrong size	<input type="checkbox"/> Wrong colour	<input type="checkbox"/> Other
What would you like the retailer to do with your return item? (Exchange/Refund)			
Additional Information:			

Terms and Conditions:

Please confirm and tick the following two points. If you are unable to we will not be able to accept and return your item/s.

- I have read the refund policy's terms and conditions. If not faulty, my item is unused and not excluded from the list of prohibited items e.g. headphones or swimwear.
- I have paid the postage, duty and associated import taxes on the item/s and I acknowledge that I will not be refunded the cost of delivery when returning this item (unless faulty).

Please put the completed returns form and proof of purchase inside the parcel alongside the good you are returning.

3. Dispatch of Product:

After placing the form within the parcel and wrapping the parcel securely, please complete and attach the returns label below.

- Please send the goods in secure packaging and we strongly recommend you use **Royal Mail Special Delivery** or your **International Recorded Mail Service**, to ensure a safe delivery.
- If a courier is your only viable option to facilitate the return of your item/s, these are the couriers we recommend using:
 - DHL
 - DPD
 - FedEx
 - TNT
 - UPS

- Packages returned via courier can incur customs charges and often result in the delivery being delayed.
- This is not a Freepost Address and therefore you will need to pay for postage and custom charges that incur.
- Please retain proof of postage for faulty items as this will be required by retailers to issue a postage refund.
- We strongly recommend insuring your item to it's full value whilst in transit.

Returns labels:

Please cut out the address label and attach to the front of your parcel.

To:
Heathrow Returns Promise
FAO: Reach
Bradford-Swissport Limited
Heathrow Consolidation Centre
Unit A, Pro Logis Park
UB7 9FN
United Kingdom



Please cut out your address label below, fill in your details and attach to the back of your parcel.

Sender's Details:

Name	
Address	
Postcode/Zip	
Date of purchase	

