



Boots.com returns form

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

E-mail address:	Order number:
Delivery address:	

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

Reason for return codes: **A** - Faulty **B** - Damaged **C** - Unsuitable **D** - Item missing
E - Don't like **F** - Parts missing **G** - Wrong item received **H** - Adverse reaction **I** - Product recall

Additional comments:

<p>How to return if you ordered online</p> <p>Option 1: Return to your local store Take the item(s) and this form with you into a Boots store for a refund or replacement.</p> <p>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</p> <p>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</p>	<p>How to return if you ordered in store</p> <p>If you placed your order in a UK store, you'll need to return the item(s) to a UK store.</p> <p>Please take this completed form, your confirmation email if you have one and your till receipt with you when returning your item(s).</p>
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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.

Date received in warehouse:
(warehouse use only)