

Hello chaps!

Peter Christian is all about looking good and feeling great. I want you to be totally happy with our garments so if you need to return or exchange any item, I offer a no quibble 30 day guarantee. To make life easy you can now create a trackable free returns label with our partners ReBOUND Intelligent Returns.

When you have completed your online return, please enclose this form with your return and complete section 3 below, it will help us improve our products and service.




SENDING SOMETHING BACK? Here's how to do it.

1 How would you like us to process your return?
Please tick one of the following boxes.

Refund (\$10) Exchange (FREE)

2 Returns and exchanges must be initiated online. Scan the QR code to go directly to our returns website.




Or go to: peterchristian.intelligentreturns.net and follow these 4 easy steps.

1. You will need to enter a few details including your full delivery zip code or your email address, along with the **returns order number beginning 4...** (shown overleaf on this invoice and on the confirmation email, sent when you placed your order).
2. Download your QR code or print your pre-paid smart label.
3. **Please include this invoice in your parcel.** If possible, re-use the mailing bag or box that your order came in. Please ensure the parcel is securely sealed with strong tape. **DO NOT** use staples as they may damage the garments inside.
4. Attach your smart label to your package and drop it off at any US postal office within 6 days. You will be given a receipt with a tracking number. **Please keep this safe until your return/exchange has been processed.**

- All returns **MUST** be processed through our online system. We cannot accept responsibility for any costs or losses incurred if items are returned in any other way.

3 To help us improve our products and service, please select your reason for returning from the list below:

Garment looks different:
 on the website in the catalog
 More than one size ordered Item arrived too late
 Garment is too big Too small
 Doesn't suit me Wrong item sent
 Wrong color Wrong size
 Fabric not as expected Quality not as expected

Let us know how we can do better

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Damaged/faulty *Please tell us what's wrong*

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Something else? Do tell!

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REFUNDS
 Refunds cost \$10 (Canada \$20), payable when you register your return online. From the day we receive your returned item, it can take 10-14 working days to process your refund. Refunds are made via the original payment method. (We cannot accept returns or offer exchanges/refunds on underwear or swimwear, items that have been worn, or items altered for you).

EXCHANGES
 As soon as your returned parcel is in transit we will process your exchange. All exchanges are free of charge and will usually take 10-14 days. (Dependent on stock. We will contact you if there will be a delay. If an item requires alteration it may take slightly longer to arrive).

Items must be returned within 30 days, in perfect condition and in their original packaging. Items that are not returned in the same condition as they were sold, may be liable to a restocking fee of 20% of the value of the items.

If you wish to discuss your order, please call customer care on:
(631) 621-5255 (Local rates apply).
 Monday-Friday: 4am-7pm or Saturday-Sunday: 4am-12pm(EST).

Or email us at: helpdesk@peterchristianoutfitters.com

Your invoice explained

QTY The quantity you have ordered.

BO (Back ordered) These are garments we cannot deliver immediately but will send on as soon as possible.

SH (Shipped) You should have these garments in your parcel.