

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 exchange or return any item, I offer a no quibble 30 day guarantee. To make life easy you can now create a trackable free returns label online, with our international returns partner.



Nick Alderton

Sending Something Back? Here's how to do it in 3 Easy Steps

PLEASE ENCLOSE THIS FORM WITH YOUR RETURNED ITEM

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

Exchange
FREE

Refund
\$10 (CANADA \$20)

2 Please select the reason for returning your item from the list below:

The garment looks different:
on the website in the catalog in the advert

The garment:
is too big is too small doesn't suit me
fabric is not as expected quality is not as expected

Other reasons:
Wrong item sent Wrong color Wrong size
More than one size ordered Item arrived too late

Damaged/faulty item (please detail below)

Tell us more


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3 Scan the QR code with the camera on your mobile device to go directly to our Online Returns Portal.

Or find the link on our website:
peterchristianoutfitters.com/returns



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At our Online Returns Portal, follow these easy steps:

1. Enter your details; this may include your full delivery zip code, your email address, along with your **returns order number beginning with 5 or 6**. (*find your returns number on this invoice, above the list of items ordered, or on the confirmation email sent when you placed your order*)
2. Print your pre-paid smart label at home or download the QR code onto your mobile device to print in store.
3. **PLEASE INCLUDE THIS INVOICE IN YOUR PARCEL**
If possible, re-use the mailing bag or box that your order came in when you package your item. Please ensure the parcel is securely sealed with strong tape. **DO NOT** use staples as they may damage the garments inside.
4. Attach the pre-paid smart label to your package and drop it off at the postal office within 6 days. You will be given a receipt with a tracking number. **Please keep this safe until your refund/exchange has been processed.**

All Refunds and Exchanges MUST be processed online. We cannot accept responsibility for any costs or losses incurred if items are returned in any other way.

Items must be returned within 30 days, in perfect condition and in their original packaging with labels still attached. Items not returned in this way may be liable to a 20% restocking fee. We cannot accept returns or offer an exchange/refund on underwear or swimwear, items that have been worn, or items altered for you.

Please refer to our website for our full Terms & Conditions.

Your invoice explained:

QTY (Quantity) The quantity you have ordered.

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

SH (Shipped) These garments are in your parcel.

EXCHANGES

As soon as your returned parcel is in transit we will process your exchange. Exchanges are free of charge and delivery usually takes 7-10 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)

REFUNDS

A flat fee of \$10 (Canada \$20) will be deducted from the refund total to cover return shipping costs. Refunds are made via the original payment method. Please allow 14-28 working days, from the day you post your item, for your refund to be processed.

If you wish to discuss your order, please contact Customer Care:
(631) 621-5255 *Select option 2 – local call rates apply*
Monday to Friday 4am – Midday EST
Live Chat Online *Monday to Friday 4am – Midday EST*
Or email us at: **helpdesk@peterchristianoutfitters.com**