

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? Print your FREE RETURNS label in 3 Easy Steps

PLEASE ENCLOSE THIS FORM WITH YOUR RETURNED ITEM

**1** 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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**2** How would you like us to process your return?  
 Please tick one of the following boxes:

**Exchange\***  
 FREE handling fee

**Refund**  
 \$10 (\$20 Canada) handling fee

**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](http://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 7 days. You will be given a receipt with a tracking number. **Please keep this safe until your return has been processed.**

*For exchanges, re-order within 7 days of generating this label to guarantee FREE handling of returned item(s).*

**\*EXCHANGES** Please note that you can only return goods for a refund. To guarantee FREE handling on your returned item(s), please **place a new order online or by phone within 7 days** of generating your pre-paid smart returns label.

**REFUNDS** A handling fee of \$10 (\$20 Canada) will be deducted from the refund total to cover preparation for resale costs. Refunds are made via the original payment method. Please allow 14 to 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 our expert in-house Customer Care Team during UK hours:

Monday to Friday 4am–Midday EST (local call rates apply)

**(631) 621-5255 | Live Chat Online**

Or email us at: [helpdesk@peterchristianoutfitters.com](mailto:helpdesk@peterchristianoutfitters.com)

### ALL RETURNS 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.