

RETURNS FORM

INTERNATIONAL

1 Please tell us your order number or the e-mail address used to place the order:

2 Please tell us about the product(s) you are returning

PRODUCT CODE (GIVEN ON THE INVOICE)	QUANTITY	RETURN CODE

- A: DOESN'T FIT OR SUIT ME
- B: INCORRECT PRODUCT DELIVERED
- C: DIFFERENT TO WEBSITE DESCRIPTION
- D: FAULTY/DAMAGED (please e-mail contact@vocla.com before returning as we may only require a picture, without returning the item)

3 Please tick to confirm:

- underwear/swimwear items have not been worn against naked flesh
- all tags & original packaging are intact

4 Package the product(s) securely and enclose this form inside your parcel

5 Complete any necessary Customs documents. Please ensure that any Customs documents clearly state that the products are 'RETURNED GOODS' and have 'NO COMMERCIAL VALUE' within the description on the Customs declaration (see below).

CUSTOMS DECLARATION		CN 22
DÉCLARATION EN DOUANE		May be opened officially Peut être ouvert d'office
Great Britain/Grande-Bretagne		Important! See instructions on the back
Gift/Cadeau	Commercial sample/Echantillon commercial	
Documents	Other/Autre	Tick one or more boxes
Quantity and detailed description of contents (1) Quantité et description détaillée du contenu	Weight (in kg)(2) Poids	Value (3) Valeur
RETURNED GOODS (MENS CLOTHING) NO COMMERCIAL VALUE		NIL
For commercial items only If known, AS tariff number (4) and country of origin of goods (5) If l'origine du CE et pays d'origine des marchandises	Total Weight Poids total (in kg) (6)	Total Value (7) Valeur totale
UK		NIL
I, the undersigned, whose name and address are given on the item, certify that the particulars given in this declaration are correct and that this item does not contain any dangerous article or articles prohibited by legislation or by postal or customs regulations		
Date and sender's signature (8)		

6 Take the parcel to a Post Office or local courier and add postage. Address to:

VOCLA Limited (RETURNS), Unit 2, Tilson Road, Manchester, M23 9GF, UNITED KINGDOM

EXCHANGES: If you would like a different size, colour or product, please place a new order online and return your unwanted item(s). This is much faster than returning items for an exchange and you can see stock availability online.

RETURNS POLICY

VOCLA® has a fair and simple returns policy. You can easily return an item. All we ask for is the following:

- Please return items within 30 days of delivery and;
- Please return items in a condition suitable for re-selling – unworn, in their original condition and with all tags and original packaging intact and undamaged.

If you would like to try underwear or swimwear on, please do this over other clean underwear. Please ensure that you have not been smoking or wearing perfume/deodorant because this may leave a scent or mark on items. For hygiene reasons, please do not try underwear or swimwear on against naked flesh as it would then be considered as worn. VOCLA® is unable to accept returns of worn items unless the only way to discover a fault is by wearing or washing them. All returns are checked with a UV light to ensure they are hygienic for resale.

If VOCLA® is not at fault, you will be responsible for returning the item(s) at your cost. You must take reasonable care to ensure that they are not damaged in the meantime or in transit. Please obtain a certificate of posting.

If you would like to return items, please complete the Returns Form above and send this enclosed with your return(s).

When your item(s) is received back to VOCLA®, refunds are made within 7 days to the original method of payment. However, postage charges on your original order are not refundable. The following products cannot be returned unless faulty: mystery underwear, male grooming products, face masks, VA Club subscriptions and underwear/swimwear padding.

If your item is faulty, was miss-described or the incorrect items have been delivered, VOCLA® is at fault. In this case, please e-mail us. Please do not return products without prior consent as VOCLA® cannot refund postage costs incurred unless previously agreed. It is not always necessary to return faulty products.

If an item develops a fault within 3 months of the order, please contact us so we can send a replacement. VOCLA® will not send replacements or make refunds for items purchased over 3 months ago, where the washing instructions have not been correctly followed or where it is considered that there is unreasonable care or wear & tear.

OFFICE USE: ACCOUNT: AMOUNT: CHECKED CREDIT NUMBER: