

# RETURNS FORM

UK

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](mailto: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 You can drop the parcel at our warehouse in person and have a coffee, or post the parcel back to us in any way you prefer. Here are two options:

## TRACKED RETURNS SERVICE

Generate a label at <https://www.royalmail.com/track-my-return/pick-a-retailer>. Search for 'VOCLA'.

Take your return to a Royal Mail Customer Service Point or Post Office (there is a search function on the Royal Mail website so you can find the closest one). If required, they can print the label for you. They will provide a proof of return receipt.

Where the Tracked Returns Service is used, VOCLA® will deduct a flat rate fee of £4 from any refund. This is a special rate we have negotiated with the Royal Mail. It is usually cheaper than paying directly with the Post Office or other courier (but please check – you may find that if your return can be sent as a large letter, it will be cheaper to not use this service). It is a tracked service and your return is guaranteed against loss & damage. Parcels should take 2 working days to arrive and you can track your parcel online using Royal Mail Track & Trace.

## ALTERNATIVE COURIER

You will need to arrange and pay for the return. The goods will be your responsibility until they reach us. Please address to:

VOCLA Limited (RETURNS), Unit 2, Tilson Road, Roundthorn Industrial Estate, Manchester, M23 9GF

**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.

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## 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:  T48  CHECKED

CREDIT NUMBER: