

PAGE	ORDER DATE	ORDER NUMBER

### NEED TO RETURN OR EXCHANGE SOMETHING?

Items can be returned in their original condition within 28 days of receiving your order for **FREE!**  
Exchanges only apply for the same item in a different size or colour.

QTY	PRODUCT CODE	DESCRIPTION	SIZE	REFUND	REASON CODE	EXCHANGE	NEW SIZE	NEW COLOUR	REASON FOR RETURN
									1 Looks different to image on site
									2 Ordered more than one size
									3 Arrived too late
									4 Poor quality/faulty
									5 Doesn't fit properly
									6 Doesn't suit me
									7 Incorrect item received
									8 Parcel damaged on arrival

Simply choose one of the below returns options, complete this form and pop it into your parcel:



Attach the pre-printed label on your parcel.  
Take it to a Post Office and remember to ask for a proof of postage receipt.  
Returns can be tracked at [royalmail.com/track-trace](https://royalmail.com/track-trace)  
**Returns will be processed within 7 working days.**



Log on to [collectplus.co.uk/returns/new/asos](https://collectplus.co.uk/returns/new/asos) to print a new label  
Find your local Collect+ store at [collectplus.co.uk/orders/new](https://collectplus.co.uk/orders/new)  
Take your parcel into store and you'll be given a proof of postage receipt.  
Returns can be tracked at [collectplus.co.uk/track](https://collectplus.co.uk/track)  
**Returns will be processed within 7 working days.**



Log on to [my.bybox.com/Returns/ASOS](https://my.bybox.com/Returns/ASOS) for full details on how  
to use one of these locker boxes to return your order.  
Returns can be tracked through the email you'll receive from **ByBox**  
**Returns will be processed within 5 working days.**



Sign in to My Account on [asos.com](https://asos.com)  
Select Book Collection under returns, choose your collection and  
billing address and the date required.  
**Returns will be processed within 7 working days.**

Keep your proof of postage until we have confirmed by email that all of your returned items have been completed. Please ensure you return your unworn goods, as sold, with all the original tags and labels – if you don't have the original packaging, choose a safe alternative. If you wish to return underwear, swimwear or any items marked with a + next to the product name, please do not remove the original wrapping for hygiene reasons. Items packed in a box, e.g. footwear, must be returned with an outer box or bag for protection. This return policy does not affect your statutory rights.



Please note your order may be delivered in several parcels and at different times.