



SANDERS

MADE IN ENGLAND
SINCE 1873

Please fill in the below details and enclose this document with any footwear being returned to:
Returns Dept., Sanders & Sanders Ltd., Spencer Road, Rushden, Northamptonshire, NN10 6AE.

Full Name
Address
Telephone No.
E-mail Address
Order No. (WEBXXXX)
Product (name/colour/size)
Reason For Return (too big, too small, doesn't suit me, changed mind, ordered by mistake, didn't arrive on time, other)
Additional Comments

Products must be returned to us in their original packaging and in perfect condition within 30 days of receiving your order. We will not accept returns of any products for refund that have been worn, creased, marked, or otherwise in a condition that makes them unsuitable for immediate resale (unless the return is for a complaint of failure in wear).

Return costs and the courier of choice are the responsibility of the customer. You have the flexibility to choose the most convenient and cost-effective shipping option for returning the products to us. We recommend selecting a shipping method that includes tracking and insurance to ensure the safe arrival of the package.

Please ensure that the shipping documents are completed correctly and that the customs declaration describes the category of the items as returned goods. Failure to do so may result in import duty charges for which we may hold you liable.

As an international retailer, we handle the import process on behalf of our European customers, which includes paying VAT and shipping fees directly to customs. These fees are separate from the product cost and are incurred during the importation process. Therefore, when issuing refunds, we deduct the VAT and shipping fees as per our terms and conditions. This is because these fees are non-recoverable for us once they have been paid to the customs authorities. We strive to be upfront about these charges to ensure transparency and avoid any surprises.