

The Monocle Shop

—Returns form



Please print, complete and include the returns form when sending your return package to the following address:

WFS Fulfillment Solutions GmbH,
Siegmund-Hiepe-Straße 28-32,
35578 Wetzlar
Germany

Alternatively you can complete the returns form and email it to customerservice@monocle.com ensuring that your name is clearly stated on the returned package. We will notify you once your return has been processed.

Should you require a refund, please allow up to 3 business days for the funds to appear in your account. If you require an exchange, your exchanged item will be dispatched the next working day and you will receive an email to confirm its dispatch.

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+44 (0)20 7725 4388
customerservice@monocle.com

Order ID: _____

Date of return: _____

Name: _____

Email: _____

Tel: _____

Item (s) returned:	Exchange (Y/N)	Refund (Y/N)
_____	☐	☐
_____	☐	☐
_____	☐	☐

Reason for refund (if applicable):

Exchange for (if applicable):

Return delivery address (if applicable):

Postcode: _____ City: _____

Please note:

Returned items must be unused, in a saleable condition and include all the original packaging, such as clothing tags. We cannot refund or exchange consumable items, including our fragrances, that have been used or removed from the original packaging. We are also unable to refund print items such as magazines and newspapers. Due to hygiene reasons, purchases of footwear, shorts or underwear are strictly non-refundable. Should a product be subject to further conditions relating to its eligibility for a refund or exchange it will be advertised accordingly.

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