

THE WHITE COMPANY
LONDON

CUSTOMER SERVICES:
CALL: +44 20 375 89 222
EMAIL: services@thewhitecompany.com

Thank you for shopping with The White Company

We really hope you enjoyed shopping with The White Company and that you love your purchase but, if something is not quite right, you can return it to us within 30 days of receipt. Please fill out the form overleaf.

Please note, items purchased through PayPal cannot be returned in store. Please return to our Returns Department via your chosen method.

Returns Methods

Choose from the following easy ways to return:

UK & REST-OF-WORLD RETURNS

STORE: Please bring along your dispatch email (either printed or on your device) and original payment card. Outlet stores and stores within another department store will only accept returns if the original purchase has been made there.

POST: Please return your delivery to:
Returns Department, The White Company (UK) Ltd, Cob Drive, Swan Valley, Northampton, NN4 9BB, United Kingdom.

HERMES: You can return your order using the Hermes tracked return service for £2.50. Please visit myhermes.co.uk/return.
(UK only)

For full information about your returns options, please visit:
thewhitecompany.com/uk/help/returns

US RETURNS

We have listened to your feedback and have made our returns process quicker and easier for you.

Simply use the returns link: thewhitecompany.com/help/returns and complete our easy-to-follow online returns form. Then, print your label and post the item(s) back to us. You can also find the returns link at the bottom of your shipping email. We will usually refund you within five working days of receipt into our warehouse.

Don't have a printer? Don't worry – we have included a smart returns label in your parcel that you can use to return the items to us. However, your refund can take up to 25 working days to process using this method.

For full information about your returns options, please visit:
thewhitecompany.com/help/returns

For US customers only: Please refer to your order confirmation email for a breakdown of discount applied and sales tax (if applicable).

Returns Department
The White Company (UK) Ltd
Cob Drive
Swan Valley
Northampton
NN4 9BB
United Kingdom

The White Company Ltd

REGISTERED OFFICE:
2 Television Centre, 101 Wood Lane,
London, W12 7FR, United Kingdom

VAT NO: 830479132

REGISTERED NO: 2998082 England

ORDER
NUMBER:*This can be found on our parcel label or on your confirmation or dispatch email*

ITEMS TO RETURN

PRODUCT CODE	ITEM	QUANTITY	PRICE	RETURN CODE	COMMENTS
CADD/CADDIVA	Cassis Diffuser	1	£25.00	1	Please leave your feedback here

RETURN CODES

- (1) Changed my mind
- (2) Bought more than one to compare
- (3) Colour not as expected
- (4) Fabric not as expected
- (5) Fit too big
- (6) Fit too small
- (7) Fit too long
- (8) Fit too short
- (9) Right size, poor fit
- (10) Faulty
- (11) Arrived late via mail order
- (12) Arrived damaged via mail order
- (13) Wrong item sent via mail order

CONDITIONS OF RETURNS

- Items must be returned unused and in their original packaging.
- Refunds will be credited back to the original payment method.
- It can take up to 5 working days from receipt into our warehouse for your refund to be processed.
- For US customers using a smart returns label, it can take up to 25 working days to process your refund.
- Certain items are excluded from our returns policy. Please visit thewhitecompany.com/help/returns for details.

CONTACT DETAILS

In case we need to contact you about your return, please provide a phone number, or email address:

PHONE NUMBER:

EMAIL ADDRESS:
