

Need to return something? It's easy and FREE!

Items can be returned in their original condition within 28 days of receiving your order. To see our full Returns Policy, please visit www.knickerbox.com/delivery-returns

Enter your personal details below. This is so we can contact you in case there's a problem with your return.

NAME: _____

ADDRESS: _____

POSTCODE: _____

EMAIL ADDRESS: _____

ORDER NUMBER: _____

Follow the steps below to return your items for a refund:

REASON CODE

- A : Too big
- B : Too small
- C : Did not fit
- D : Not as described
- E : Quality not as expected
- F : Late delivery
- G : Wrong item/size sent
- H : Ordered for choice
- I : Damaged/marked
- J : Changed mind
- L : Faulty, please tell us why

Step 1 In the table below, enter the relevant Reason Code against the item(s) you're returning.

Step 2 [Click here](#) to select your return method and print your return label (if required).

Step 3 Package up your items, along with this returns form and attach the pre-paid returns label (if required).
Make sure to follow the instructions provided by our returns courier. For more information visit knickerbox.com/help

ITEM N°	REASON CODE	DESCRIPTION	QTY

Need help



FAQs

Find answers to frequently asked questions on our Helpcentre, visit knickerbox.com/help



Email us

Send us an email at support@knickerbox.com



Live chat

Chat with our customer team on the Knickerbox website or visit knickerbox.com/help.

Our live chat operates during these hours:

Monday-Friday	08:00 - 20:00
Saturday	09:00 - 18:00
Sunday & Bank Holidays	10:00 - 17:00