enhance
MEDICAL GROUP

macom®

Exchange or Return Form

WE STRONGLY ADVISE TRYING THE GARMENT ON IMMEDIATELY UPON RECEIPT TO ENSURE CORRECT SIZE.

Please send your return to: *macom returns, 3.17 The Plaza, 535 Kings Road, London, SW10 0SZ*

If for any reason you wish to return your order, you may do so only if the following conditions are met:

- Return must be postmarked within 14 days of receipt for a refund.
- Garments must not have been worn, washed, damaged, soiled (with stains); please wear underwear when trying on garments.
- Make sure the product you return is in its original condition, tags and packaging included, otherwise we will be unable to accept your return.
- Use caution if members of your household are smokers; returned items with any scent of smoke or other odours (perfumes, cooking, etc.) will, under no circumstances, be eligible for refund.

Normally refunds are processed the next working day after receipt.

When returning item(s), we strongly advise sending back **Recorded Delivery** to ensure tracking. Use the cheapest traceable service at your local Post Office.

If the product you have received is faulty or if you need more information, please e-mail Customer Services at *help@macom-medical.com* or call us on *0207 3510488*. We will be happy to help and answer any questions you may have.

Refunds will cover the cost of the goods only; **any delivery charges cannot be refunded.**

Please complete the following information:

1. Customer Name _____ Order Number: _____

2. Billing Address _____

3. Phone Number _____ Email: _____

Reason for return:

☐ Too small   ☐ Too long   ☐ Operation has been cancelled

☐ Too big   ☐ Don't like the fabric   ☐ Purchased multiple sizes/colours for comparison

☐ Too short   ☐ Don't like the style   ☐ Other (please specify) _____