



www.oneilleshop.com

Return Form

The website of O'neill Europe

"At oneilleshop.com we stand behind the quality of our merchandise"

We want you to enjoy your new clothing. If for any reason, you are not completely satisfied with your purchase from oneilleshop.com, please send it back to us. Returns received **within 14 days of delivery** will be accepted and returned at purchase price as long as the garments are unwashed, unworn and still have the original tags attached.

Please return your goods via the post office and ensure items are adequately packaged and labelled.

You just need to fill out this return form using our instructions below and please include it with your return.

For a return, please send item(s) to :

oneilleshop.com / PFSWeb
On line Store Returns
Rue Louis Blériot, 5
Grace-Hollogne, 4460
Belgique
Tel: +32 43.64.40.25

Please fill the reference number(s) of the items you wish to return and select a reason for return.

1	<input type="checkbox"/> Fit too big	<input type="checkbox"/> Fit too small	<input type="checkbox"/> Value for money	<input type="checkbox"/> Website image misleading
.....	<input type="checkbox"/> Quality	<input type="checkbox"/> Incorrect item received	<input type="checkbox"/> Item delivered late	<input type="checkbox"/> Faulty
.....	<input type="checkbox"/> Other - Please specify			
2	<input type="checkbox"/> Fit too big	<input type="checkbox"/> Fit too small	<input type="checkbox"/> Value for money	<input type="checkbox"/> Quality
.....	<input type="checkbox"/> Website image misleading	<input type="checkbox"/> Incorrect item received	<input type="checkbox"/> Item delivered late	<input type="checkbox"/> Faulty
.....	<input type="checkbox"/> Other - Please specify			
3	<input type="checkbox"/> Fit too big	<input type="checkbox"/> Fit too small	<input type="checkbox"/> Value for money	<input type="checkbox"/> Quality
.....	<input type="checkbox"/> Website image misleading	<input type="checkbox"/> Incorrect item received	<input type="checkbox"/> Item delivered late	<input type="checkbox"/> Faulty
.....	<input type="checkbox"/> Other - Please specify			

Additional comments:

.....
.....
.....

Some payments might be refunded directly on your bank account, we would be very grateful if you could provide us with the following details (they can be found on your bank statements):

BIC (Bank Identifier Code):
.....

IBAN (International Bank Account Number):
.....

Please sign to authorise refund to the credit card originally used for payment. Please note that in some cases a refund could be made on your bank account.

Signature :

Date :



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Returns Policy

If you are not completely satisfied with your purchase, simply return the item or items to us (unworn) in their original condition **within 14 days of receipt**. We will issue a refund of the item(s) returned, provided you include your return form in the package.

By Post

Please return your goods via the Post and complete the returns slip included in your delivery clearly stating which item you are returning and the reason for return. The refund amount will be paid onto your original payment card. In some cases a refund could be made on your bank account. Please provide us with your bank details (BIC and IBAN). If your order is damaged or not what you ordered, please call our service center to arrange your return (+32 43.64.40.25).

Please ensure items are adequately packaged and labelled, and your completed returns note is enclosed.

O'Neill cannot be held responsible for any returns parcel lost by the post, therefore please keep your receipt as proof of postage.

If you have mislaid your delivery note simply enclose a copy of the pick slip or a copy of the invoice received by E-mail.

Our Home Approval Guarantee

We will refund most items provided they are returned complete, unused and in their original packaging, with any appropriate security tags intact, **within 14 days of receipt**.

Exceptions to our Approval Guarantee

Womens and Girls swimwear must have the protective sticker intact.

Promotional Offers

Please refer to Terms and Conditions for specific promotion.

Unacceptable Returns

If you return an item to us outside the terms of our returns policy and Home Approval Guarantee we may not refund you. The item may be returned back to you at your expense. You will be notified of this and other associated charges. We reserve the right to make a **€15 administration charge** to cover our cost.
