

If for any reason you are unhappy with your purchase, you're welcome to return it **within 14 days** of purchase for an exchange or refund.

UK CUSTOMERS

1. Visit 2tall.com/returns and follow the link to the Royal Mail website to print your FREE UK tracked returns label.

2. Please complete the form below and enclose it with your goods.

You can return multiple products/orders in one bag, as long as the paperwork for each order is included.

3. Drop your return off at your local post office. You MUST obtain a proof of posting.

Your return will usually take around 3 working days to reach us using our returns service.

INTERNATIONAL CUSTOMERS

1. Outside the UK we don't offer free returns, but you're still welcome to return or exchange your purchase.

2. Please complete the form below and send it with your goods to us at:

2tall.com Customer Returns
28-29 The Arches
South College Street
Aberdeen
AB11 6LE
United Kingdom

3. If you're outside the EU, you will need to complete a customs declaration for your return. You must declare them as a mail order return on the form.

Please follow these instructions carefully so that we can process your return without delay.

If you require any advice with sizes, or the way products fit - it's probably best to give us a call, as the more we know about you, the more we can help.

Exchanges - If you wish to exchange goods (for instance swapping a size 13 for a size 14) please note the details on the returns form – including details of the new size/colour etc. You can also exchange it for a different product – just let us know on the form below. If you're exchanging part of a suit, for example the trousers, then you only need to return the part you'd like to exchange.

If you're exchanging for an item that's more expensive, we'll email you with details on how to pay the difference in price. If it's cheaper, we'll refund the difference in price.

We'll deliver an exchange to the same address as your original order (including click and collect if you originally used this method), unless you specifically tell us otherwise below.

There is no re-delivery charge when you're making an exchange.

Refunds - If the goods are unwanted, we'll refund the cost of the items, but not the delivery costs. Suits can only be refunded when returned as a complete set as purchased.

Please make sure the item you return is:

- Unworn, unwashed and complete with all original packaging, tags and labels etc.
- In a condition fit for immediate re-sale.
- Return shoes in their original box, but don't mark or fix labels to the shoe box itself.
- Suitably box or bag your return to protect it in transit – please try to re-use the original packaging where possible.
- If anything you return doesn't meet these standards, we won't be able to accept it back.

REMEMBER TO REMOVE THE ORIGINAL SHIPPING LABEL or your parcel may end up back with you, and not us !

There is no need to notify us that you're making a return.

To help us better understand the reason for your return, please tell us why you're returning an item.

Please don't just say "does not fit" as this doesn't help us understand why you don't like it – tell us why – too short, too wide, too long etc.

I'd like an:

Exchange (tell us here)

Refund (see below)

Your refund will be credited to the credit/debit card or PayPal account you originally used. Once we receive your return, you can normally expect the refund within 3-5 working days, but please allow up to 14 days at busy times. We'll send you an email to notify you once it's done.