



**Order Details:**

Order Number: \_\_\_\_\_ Order Date: \_\_\_\_\_

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**Your Details:**

First Name: \_\_\_\_\_

Post Code: \_\_\_\_\_

Surname: \_\_\_\_\_

Mobile Number: \_\_\_\_\_

Postal Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Email Address: \_\_\_\_\_

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The item(s) I would like to return is: \_\_\_\_\_

I am returning this item(s) for a Refund  or in Exchange for another item(s)

If you checked Exchange, please specify what size you would like in exchange for the one you're returning:  
\_\_\_\_\_

If you checked Return, please check a reason below, or outline your reason if it's not in the list:

Ordered the wrong size

Looks different to the image on the site

Arrived too late

Doesn't fit properly

Doesn't suit me

Incorrect item received

Parcel was damaged on arrival

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**Returns & Exchanges Note:**

You can return/exchange your Shop.Derval.ie order via your Local Post Office within 14 days of delivery. All refunds will be made via the same payment method (Stripe/Paypal)

1. Repack the item(s) you wish to return/exchange in its' original condition and packaging with this completed returns form.

2. Ensure it's sealed. Attach a label addressed to: Returns @ Derval, Unit 36, Park West Enterprise Centre, Lavery Avenue, Park West Industrial Park, Dublin 12, D12 R668

3. Bring to your local post office and request proof of postage

4. If looking for a return, we will process your refund once we receive & inspect your item(s). Please note this can take anywhere up to 14 days. If looking for an exchange, we will send out your replacement item free of charge after receiving your form.