

# PETER CHRISTIAN

*Gentlemen's Outfitters*

*Hello chaps!*

*Lord Trousers, AKA Nick Alderton here to tell you about Peter Christian. We are a family business which I run with my wife, Miranda and our two sons, Maxwell and Conrad. Together, Miranda and I have over 60 years of experience in menswear, so rest assured you are in capable hands.*

*Our ethos is simple; treat our customers well and make clothing that is comfortable bold and distinctive. Peter Christian is about looking good and feeling great!*



## SENDING SOMETHING BACK? Please fill in the form below and include it with your parcel.

1

How would you like us to process your return?

☐ Refund (fill in step 2)

☐ Credit Note (fill in step 2)

Please tick one of these boxes.

☐ Exchange (fill in steps 2 and 2a)

2

To help us improve our products and service, please select your reason/s for returning, from the list below.

☐ Too big

☐ Damaged or faulty

☐ Too small

☐ Fabric not as expected

☐ Doesn't suit me

☐ Cut is not as expected

☐ Order arrived too late

☐ Colour not as expected

☐ The wrong colour was sent

☐ I ordered multiple sizes

☐ The wrong size was sent

☐ I ordered multiple colours

☐ The wrong item was sent

☐ Something else

Tell us more...

\_\_\_\_\_  
\_\_\_\_\_

I chose this item from the ☐ Website ☐ Catalogue ☐ Advert

3

### Preparing and sending your parcel.

- Place the items you wish to return, along with this form into the box or bag they were delivered in. Please ensure the parcel is securely sealed with strong tape. **DO NOT** use staples as they may damage the garments inside.
- UK returns:** please attach the returns label, received with the goods, securely to the parcel ensuring it covers your original address label.
- Non-UK returns (incl. Channel Islands):** please note, you are liable for the cost of postage, please visit our website [peterchristian.co.uk/returns-and-refunds/](http://peterchristian.co.uk/returns-and-refunds/).
- Take the parcel to your nearest Post Office. Ask for a 'Proof of Posting' receipt, with which you will be able to track your return. Please retain your 'Proof of Posting' until we have confirmed receipt or resolved the matter to your satisfaction.

Items being returned must be unworn and in "as-new" condition, with labels still attached and in the original packaging. If they are not, we cannot process your return. We can only accept returns within 30 days. Please see our full Returns & Refunds Policy online: [peterchristian.co.uk](http://peterchristian.co.uk)

Any queries, please call our customer care team.  
Mon-Fri 9am-5pm on **01273 492 287**  
or email us at: [helpdesk@peterchristian.co.uk](mailto:helpdesk@peterchristian.co.uk)

2a

### REQUEST AN EXCHANGE or PURCHASE NEW ITEM

Fill in this form with the details of the replacement or new item/s you would like us to send, not items that you are returning.

| CODE | PRODUCT NAME | QTY | SIZE<br>waist / leg / chest / collar | COLOUR/S | ITEM<br>PRICE | TOTAL (£) |
|------|--------------|-----|--------------------------------------|----------|---------------|-----------|
|      |              |     |                                      |          |               |           |
|      |              |     |                                      |          |               |           |
|      |              |     |                                      |          |               |           |
|      |              |     |                                      |          |               |           |
|      |              |     |                                      |          |               |           |
|      |              |     |                                      |          |               |           |

If the value of your exchange or new order exceeds the value of your returned item(s) we will need the balance to process your order. For security reasons we don't hold your card details. Please make cheque/postal orders payable to **Peter Christian** or fill in your Credit/Debit Card details below.

\_\_\_\_\_  
Credit or Debit Card no.

\_\_\_\_\_  
Expiry date

\_\_\_\_\_  
CVC/CVV no.

Email address \_\_\_\_\_ Telephone No. \_\_\_\_\_