

Returns Form



Returns Instructions

You can return your unwanted items to Asda Direct & George within 28 days from receipt of the order (unless your item(s) is subject to the 100 day George guarantee*).

To return any unwanted or unsuitable items to us for a refund simply:

1. Print out and complete this form
2. Repack the items to be returned and this completed form
3. Send back to us at the returns address opposite

We may not be able to process your return without this completed form, so please don't forget to do this. We recommend that you use a postal service that insures you for the value of the goods you are returning and gives you proof of postage.

*See ASDA Direct Terms and Conditions for further information

Returns Address:

**Asda Direct
PO Box 9564
Newark
NG24 9GF
United Kingdom**

Your Information

Name:

Order number:

Telephone number:

Email address:

Returns Information

Please provide the product ID, description, the code that matches the reason why you're returning the item and the quantity being returned.

Product ID	Description	Return Code	Quantity

Reason Codes

- | | | |
|--------------------------|--|---|
| 1. Wrong Item Despatched | 6. Item Received Later than Delivery Promise | 11. Item Didn't Fit - Too Short |
| 2. Damaged/Broken Stock | 7. Customer Changed Mind | 12. Item Didn't Fit - Too Long |
| 3. Parts Missing | 8. Wrong Item Ordered | 13. Colour not like Catalogue/Web Picture |
| 4. Item Not as Specified | 9. Item Didn't Fit - Too Small | 14. Footwear - Too Tight |
| 5. Order was Cancelled | 10. Item Didn't Fit - Too Big | 15. Footwear - Too Loose |
| | | 16. None |

Contact Us

If you have any queries, please visit our Customer Service pages on www.asda.com/directhelp

Thanks again for shopping with us.

Asda Direct