

Thank you for ordering from ifsogo.com. If you enjoyed using our site, loved our service or think our range of products is great, then please don't forget to recommend us to your family, friends and colleagues.

We guarantee our service; so if you are not 100% satisfied or wish to make a comment or write a complaint, then please e-mail us at customerservices@ifsogo.com or call us on 0870 861 6000, where we will be happy to deal with any issues you may have.

Returns, Exchanges & Refunds

Returns Policy

We offer a no quibble returns policy. However there are certain terms that you should be aware of before sending goods back to us.

- All goods that are returned must be in their original state (un-opened, un-used), unless you are returning them due to damage or defect.
- All goods returned to us should be adequately protected, preferably repackaged in the same packaging used for the original delivery, clearly labeled using our returns label from the front of your picking note.
- You are responsible for all shipping and transportation charges relating to the return of goods to us. However postal charges relating to damaged/faulty goods will be refunded in full.
- **All returns must be made within 15 days from receipt of your order.**

Returns Procedure

For all returns, including exchanges and damaged goods, please follow the instructions below;

1. Fill in the returns box at the bottom of this page, detach and place with your return.
2. Securely re-package the items for return.
3. Stick the returns label from the front of your picking note to your parcel.
4. Take your return to your local post office ensuring that you keep a copy of the proof of posting.

Once we have received your return and checked the goods, we will e-mail you the action we have taken. This will contain details of any refunds, replacements or exchanges.

Order Number : SOGO _____

Reason for Return: (Circle option as appropriate)	Faulty / Damaged	Items for exchange	Incorrectly ordered	Unsuitable	Other. Please State
Do you require a refund?	YES	NO	If you are returning goods for exchange, please state below what item/s you need to exchange it for. i.e. Returning Aquashoes Ocean Size 7 in exchange for Ocean size 8.		
Signed:	Date:	Name:	Postcode:		