

1. Fill in the table below if you would like a refund/exchange.
2. For incorrect or faulty items, please email **returns@russums.co.uk**
3. Please mark clearly whether you require a refund or exchange by ticking the correct box.
4. **Embroidered, engraved or bespoke items cannot be refunded or exchanged.**
5. Please return your items with this completed returns form using Collect+, Royal Mail or any courier of your choice.



**STUDENT**  
**Returns Form**



**Refund / Exchange**

Item Code	Description	Refund (✓)	Exchange (✓)	Reason	Replacement	
					Size	Colour

STUDENT NAME:	
ORDER NUMBER*	
CONTACT NUMBER:	
EMAIL ADDRESS:	

\*Please ensure you provide your ORDER NUMBER as we are unable to process returns without an original order number.

All returned items should be addressed to:

**Tel: 01709 372345**  
**Email: returns@russums.co.uk**

For our full terms and conditions, returns and privacy policies, please go to [www.russums-shop.co.uk](http://www.russums-shop.co.uk)



**Russums**  
**Returns and Exchanges**  
**Edward House**  
**Tenter Street**  
**Rotherham**  
**S60 1LB**



Dear Student,

Thank you for your order for College.

We hope you are delighted with your kit. If there are any problems with your order please contact us within 24 hours of receiving your goods or return the item/s to us, as quickly as possible, in order that the exchange/refund can be dealt with promptly and the uniform is ready to wear on the first day of term. If you have any questions or queries contact us immediately, do not wait until you go to College.

Where a knife set has been ordered, a sheet of instructions 'Care and Maintenance of Knives' will be found in the set. Please read these notes carefully. The knives supplied are all professional quality tools and, with careful use and appropriate maintenance, should give you many years of satisfactory service. **Refunds cannot be made on engraved goods.**

It is recommended that you label/mark all items of clothing, knives and textbooks ready for when you commence College. Knives are best engraved on the blades, a service that can be provided in your own town, usually by shops selling trophies, etc. Do not mark clothing until it fits correctly. Do not mark anything until you are sure you are going on the course. **Exchanges and refunds cannot be made on goods that are marked, embroidered, worn or washed** (see over).

Please let us know if we can be of any further assistance and best wishes for your success on the course.

Yours faithfully,  
E RUSSUM & SONS LTD

Director



# STUDENT DISCOUNT

\*excludes all best net and discounted items

Why not top up your kit with extras from the Russums website

Discount for Students

[www.russums.co.uk](http://www.russums.co.uk)

2 ways to get great discounted prices for any extra items you may need from Russums.

1. – Log on to the College Portal using the username and password you set up when first ordering.
2. – Log on to the main Russums website using the username and password you set up when first ordering.

Student discount automatically added when you log on and order from either the College portal website or the main Russums website.

*Simply login using the username and password you set up when first ordering.*