



**Returns procedure for purchases  
made from [www.ogamigam.com](http://www.ogamigam.com)**

If you are not entirely happy with your purchase you may return the goods to us within 14 days of the date of receiving the goods for a refund.

The goods must be in their original new condition and must not have been worn (other than for the purpose of a trial fit and not worn outdoors).

The goods must be returned in the original undamaged manufacturers box / packaging with all original packaging and tags attached. Do not mark the box or apply tape directly to it.

Returned goods should be wrapped with sufficient outer packaging so as to protect the original manufactures box.

If you wish to exchange the goods without incurring a delay please place a new order on-line (together with a new payment) and return the originals for a refund of the original order - this way we will be able to despatch your replacement immediately.

You will remain responsible for the condition and security of the goods until they are received by us at our premises.

If you are posting within the UK Royal Mail will provide compensation of up to £39 in the event of loss or damage. In the event of a claim, recovery of compensation from Royal Mail will remain your responsibility. Note: 'Recorded delivery' does not increase the compensation level in case of loss or damage.

**How to make a return**

**1. Notify us by email of your return request detailing:  
your name, order number and reason for return.  
Send the email to: [info@ogamigam.com](mailto:info@ogamigam.com)**

**When you have received an authorisation reply...**

2. Fully complete the enclosed Returns form
3. Enclose the returns form in the manufactures box.
4. Fully wrap the manufacturers box with waterproof and durable outer packaging.
5. The return address is:

**Ogam Igam  
5 Royal Buildings  
PENARTH  
CF64 3EB  
United Kingdom**

6. Hand the parcel in at a Post Office and collect and keep a 'Proof of Posting' certificate.

On receipt of the goods we will:

1. Inform you via email of their receipt
2. After inspection, refund via your payment method. If we are unable to refund your credit card a cheque will be sent in the post to your billing address.



**Returns form for purchases  
made from [www.ogamigam.com](http://www.ogamigam.com)**

Order number	
Date of order	
First name	
Surname	
Billing address	
Post Code	
Telephone no.	
Email address	
Details of items returned:	
Reason for return:	