

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. Please check your kit immediately when received. Any suspected shortages must be reported by phone (01709 372345) within 24 hours. For returns and exchanges fill out this form and send back to the address given (you do not have to contact us beforehand). 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)

Find the items you want on our website, add them to your basket and use your discount code at the checkout screen.

Your discount code is the first 3 letters of your account number (found at the top of your invoice) followed by 10.

For example – **AAA10**