

PETER CHRISTIAN

Gentlemen's Outfitters



Hello chaps!

Lord Trousers, AKA Nick Alderton here to tell you about Peter Christian. We are a family business which I run with my wife, Miranda and our two sons, Maxwell and Conrad. Together, Miranda and I have over 60 years of experience in the menswear industry, so rest assured you are in capable hands.

Our ethos is simple; treat our customers well and make clothing that is as comfortable as it is bold and distinctive. Peter Christian is about looking good and feeling great!



"Peter Christian always produces great products at a very reasonable price. The company is prompt in dealing with clients. An excellent company in every way."

Mr Nason

SENDING SOMETHING BACK?

Returns and exchanges must be initiated online. Please go to: peterchristian.intelligentreturns.net and follow these 4 easy steps.

1. You will need to enter a few details including your full delivery zip code or your email address, along with the **returns order number beginning 4...** (shown overleaf on this invoice and on the confirmation email, sent when you placed your order).
2. Download your QR code or print your pre-paid smart label.
3. **Please include this invoice in your parcel.** If possible, re-use the mailing bag or box that your order came in. Please ensure the parcel is securely sealed with strong tape. **DO NOT** use staples as they may damage the garments inside.
4. Attach your smart label to your package and drop it off at any US postal office within 6 days. You will be given a receipt with a tracking number. **Please keep this safe until your return/exchange has been processed.**

EXCHANGES*

As soon as your returned parcel is in transit we will process your exchange. All exchanges are free of charge and will usually take 10–14 days** to get to you.

REFUNDS*

Refunds cost \$10, payable when you register your return online. From the day we receive your returned item, it can take 10–14 working days to process your refund. Refunds are made via the original payment method.

To help us improve our products and service, please select your reason for returning from the list below:

- Garment looks different to:
 the website catalog
- More than one size ordered
- Item arrived too late
- Garment is too big Too small
- Doesn't suit me
- Incorrect color Size Item sent
- Fabric is not as expected
- Quality is not as expected

Let us know how we can do better

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Damaged/faulty Please tell us what's wrong

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Something else? Do tell!

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What would you like us to do now?

- Refund Credit note Exchange

- All returns **MUST** be processed through our online system. We cannot accept responsibility for any costs or losses incurred if items are returned in any other way.
- Items being returned for a refund or exchange must be in perfect condition and, if possible, in their original packaging. We can only accept returns within a reasonable time (usually 28 days).
- If you wish to discuss your order, please call our customer care team, 7 days – 4am–3pm EST on **(631) 621-5255**. Local rates apply. or email us at: helpdesk@peterchristianoutfitters.com

*We cannot accept returns or offer exchanges/refunds on underwear or swimwear, items that have been worn, or items altered for you.

**Dependent on stock. We will contact you if there will be a delay. If an item requires alteration it may take slightly longer to arrive.

YOUR INVOICE EXPLAINED

- QTY** The quantity you have ordered.
- BO** (Back ordered) These are garments we cannot deliver immediately but will send on as soon as possible.
- SH** (Shipped) You should have these garments in your parcel.