Pachamama Returns

We try our best to make sure you find a Pachamama that you'll love, but of course we know there might be a wrong fit here or a style that doesn't quite work there, so if you do want to return your Pachamama item(s) please see below.

You can return a product to us for a full refund within 30 days of receipt if you are not completely satisfied with it, providing it is unworn and in the original condition as received by you.

Please complete and include the return form at the bottom of this page within your package. Your account ref, invoice no. and invoice date will be on the invoice attached to your parcel (which will have the delivery address showing).

Return address is:
Pachamama Returns
137 Greenwich High Road
London
SE10 8JA

Return postage is at your own expense. We recommend returning your item(s) with the Royal Mail on a 2nd class service. Please ask for a proof of posting certificate from the post office as we cannot be held responsible for goods lost in transit.

If an item is faulty then get in touch with us (web contact form) before sending any item back; for items with defects we will cover all costs for replacement.

Kind regards,

Pachamama

Returns Slip (place within package)

Date of return (dd/mm/yy) .....

Account Ref .....
Invoice No. .....
Invoice Date .....

Description	Qty	Refund?	Exchange?	New Size?
Example jumper blue - size S	1		Y	MEDIUM

Additional notes: .....

.....