MAKE UP

BY POLLY

RETURNS FORM

ORDER NO:		ORDER DATE:	
CUSTOMER NAME & ADDRESS			

ITEM SKU	ITEM DESCRIPTION	QTY. RETURNED	RETURN REASON

RETURN REASON			
A - FAULTY	**B** - DAMAGED	**C** - UNSUITABLE	**D** - WRONG ITEM RECEIVED
E - WRONG SIZE / COLOUR		**F** - DON'T LIKE	**G** - ARRIVED LATE

ADDITIONAL COMMENTS:

RETURN ADDRESS

MAKE UP BY POLLY c/o BEAUTYWORKS
UNIT D3 COMMERCIAL AVENUE
CHEADLE HULME
CHEADLE, SK8 6QH

NEED HELP?

Visit our website **www.makeupbypolly.com** or contact Customer Care at **customercare@makeupbypolly.com**

Return the item in its original condition and packaging within 14 days of receiving your order for a refund. We do not accept exchanges. For health, safety and hygiene reasons, we will not be able to offer a refund or replacement on any used items. All goods will be inspected upon return. The returned goods are your responsibility until they reach our warehouse. Please ensure you package your return securely to prevent any damage to the items or boxes. We can only accept returns for orders placed via makeupbypolly.com If your order contained a free gift this will also need to be returned in order to receive a refund.

Please note if the item(s) or boxes returned are damaged, it could result in you not receiving your full refund. If damaged, the item will become unsellable & will result in a reduction of the amount refunded. Please keep the proof of postage or tracking number of your returned package in the event it is delayed or lost in transit. We will issue a full refund once your order arrives safely back with us and after the relevant checks have been made. If you would like discuss our returns process further please contact Customer Care at customercare@makeupbypolly.com