

MAUVAIS

Need to return something?

Items can only be returned if in their original condition (tags intact) and returned within 28 days of receiving your order. Exchanges only apply for the same item in a different size and/or colour. Please visit our website to read our full terms and conditions regarding returns, refunds and exchanges:

ORDER DATE
SHIPPING
EMAIL
CONTACT NO.
ORDER NO.

Return From:

Return To:

Airbox Fulfilment C/O Mauvais
Unit 18, Ascent Logistics Park North
Fraserfields Wy
Leighton Buzzard
LU7 4QG
United Kingdom

Item(s)	Quantity	Refund (tick if applicable)	Exchange (state requested size/colour)	Reason Code

Instructions: Please fill in the above table and include this form with your item(s) when returning your order. Any additional information can be provided in the comment section below e.g. description with fault, issue with delivery etc. We are currently unable to cover shipping costs for any returns. Please use a fully tracked service and keep hold of your tracking information until your refund/exchange has been completed.

Please provide a reason code for your return using the numbers 01 - 10:

Reason Codes

- | | |
|-----------------------------------|--------------------------|
| 01 – Looks different from website | 06 – Too small |
| 02 – Ordered more than one size | 07 – Incorrect item |
| 03 – Arrived too late | 08 – Received with fault |
| 04 – Disappointed with quality | 09 – Doesn't suit me |
| 05 – Too big | 10 – Parcel Damage |

Comments:

If you have any questions please send an email to: support@mauvais.co.uk.