

## EXCHANGE / RETURN FORM

Roxluna wants you to be 100% happy with your purchase. If you need to return or exchange an item please complete and return this form with your item to the address below (within 30 days, in its original packaging) Please note there is no exchange or return on earrings or customised items.

Order Number / Name	Address / Contact number

### FOR EXCHANGES

Item name	Reason code	New item

Please mail [info@roxluna.com](mailto:info@roxluna.com) if you have any questions and to inform us prior to making any return.

### FOR RETURNS

Item	Reason code

**\*We will refund your item to the original payment method used**

#### REASON codes –

1	2	3	4
Change of mind	Damaged	Item doesn't suit	Wrong item

**Return address – Roxluna, 59 Belmont Ave, Donnybrook, Dublin 4 Ireland.**

Please ensure you choose a safe method of return. We can only process returns once we've received the item/items back. Returns are processed within two weeks. Refunds exclude all postage and packaging. We cannot take responsibility for lost or damaged returns.

#### NOTES/ RETURN ADDRESS