



Hey there,

We're sorry to hear that you have received an item you're not satisfied with.

We take great care at Olli Ella to design products to a high standard and ensure your items arrive in great condition.

To ensure you're taken care of, please get in touch with our Customer Happiness team on [customerservice@olliella.com](mailto:customerservice@olliella.com).

Looking for your invoice number? We emailed a copy directly to your inbox.



### OLLI ELLA PRODUCT RETURN FORM

To finalise your return, please fill in the attached form.  
Return your item, unworn & unused, with the original packaging and product tags.  
Please include this completed form with your package.

Due to hygiene reasons, underWARES briefs are unable to be returned for a change of mind or incorrect size purchase.

You'll find the return address at the bottom of the form. We highly recommend using a tracked service to ensure your goods return to our warehouse safely.

DATE: \_\_\_\_\_ CUSTOMER ORDER # \_\_\_\_\_

CUSTOMER NAME: \_\_\_\_\_

Quantity	Product name	SKU	Colour	Reason for your return

**RETURN REASON CODE** (please enter a number in the Return Reason above)

1. Item arrived faulty
2. Item not as described
3. Change of mind
4. Wrong size
5. Item arrived unfashionably late
6. Other (please specify below)

If you have any questions, please let us know – we're always here to help and we look forward to resolving this quickly for you.

Best wishes from the Olli Ella family to yours x

#### OLLI ELLA EU RETURNS ADDRESS

**GEODIS CL Netherlands B.V.**  
Rhijnauwen 4  
1358 DD Almere  
The Netherlands