

Returns / Exchange Form

Step One. Please complete this form in full to ensure that we can process your return as quickly as possible.

Customer Name _____

Email Address _____

Address (exchange only) _____

Order No. _____

Return Reference No. _____

Item Being Returned _____

Reason For Return _____

Step Two. Post your return with this form to:

I Love Ugly
Attn: Returns

10 Collins Street
Sandringham
Auckland 1025
New Zealand

We will provide you with a credit for the value of your returned item(s) redeemable online and in-stores.

Questions? Email us at support@iloveugly.net

Terms & Conditions

- We will accept returns for any reason, and a credit will be issued. This store credit will be valid for twelve (12) months, after which it will expire.
- The store credit can be used to purchase any item from the I Love Ugly online store, or from any I Love Ugly flagship store, including sale items.
- You must return your item within fourteen (14) days of receiving it. It must be returned in new condition, with all original tags. It must not be worn, washed, or have tags removed to be eligible for credit. In some countries, we may provide a free-post address to return to - otherwise, this is at your cost.
- We are not responsible for the loss or delay of packages being returned and suggest using a shipping service that provides a tracking number and insurance.