

# ICONIC LONDON

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

ORDER NO.: \_\_\_\_\_

QUANTITY	PRODUCT	COLOUR	REASON CODE	REASON FOR RETURN
				1. WASN'T WHAT I EXPECTED
				2. RECEIVED INCORRECT ITEM
				3. PARCEL DAMAGED ON ARRIVAL
				4. ORDER NOT COMPLETE
				5. OTHER (PLEASE STATE)

## RETURN ADDRESS:

ICONIC LONDON

3rd Floor, 21-22 New Row  
Covent Garden  
London  
WC2N 4LA

### RETURNS NOTES & POLICY

YOU CAN RETURN OR EXCHANGE ANY PRODUCTS PURCHASED VIA [WWW.ICONICLONDONINC.COM](http://WWW.ICONICLONDONINC.COM) ONLY IF RETURNED IN THE ORIGINAL CONDITION IT WAS SENT. YOU HAVE 14 DAYS TO RETURN THE ITEMS TO US FROM THE DATE YOU RECEIVE YOUR ORDER. ALL ITEMS MUST BE RETURNED IN THE SAME CONDITION THEY WERE SENT IN AND WILL BE EXAMINED UPON RETURN. AS FOR REASONS OF HYGIENE, WE ARE UNABLE TO OFFER REFUNDS, REPLACEMENTS OR EXCHANGES ON ANY OPEN OR USED GOODS. PLEASE CHECK YOUR ITEMS ONCE RECEIVED TO ENSURE THEY ARE IN SATISFACTORY CONDITION.

YOU MAY WISH TO CHOOSE A DELIVERY SERVICE THAT INSURES YOUR PARCEL TO THE VALUE OF THE GOODS BEING SENT. ALWAYS KEEP PROOF OF POSTAGE, AS THE RETURNED ITEM ARE YOUR RESPONSIBILITY UNTIL IT REACHES US.

ONCE WE HAVE RECEIVED YOUR PARCEL WE WILL BEGIN THE EXCHANGE OR REFUND PROCESS AND YOU WILL BE INFORMED BY EMAIL AS SOON AS POSSIBLE. REFUNDS WILL BE CREDITED TO YOUR ACCOUNT WITHIN 7 WORKING DAYS AND WILL APPEAR ON YOUR CARD UNDER ICONIC LONDON INC. UNFORTUNATELY DELIVERY CHARGES ARE NON-REFUNDABLE UNLESS THE ITEM IS FAULTY. IF YOU WOULD LIKE ANY FURTHER ASSISTANCE PLEASE EMAIL: [INFO@ICONICLONDONINC.CO.UK](mailto:INFO@ICONICLONDONINC.CO.UK)