

# DONATELLA BALSAMO

## **Donatella Balsamo Customer Returns Form**

Date: .....

Order ID number: .....

Name: .....

Address: .....

Tel no: .....

**\*Please write a separate line for each item returned**

**\*Please choose a reason code from A – C below, for each item you are returning**

**\*Please note replacement items are available for faulty or incorrect items only\*\*\***

Item code	Reason for returning item -  (A) = faulty (B) = incorrect size (C) = wrong item	Refund or replacement item required? (replacement items are only available for faulty or wrong items)	Donatella Balsamo use only

Please allow 7 to 10 working days for the returns to be processed and the refund to appear in your bank or credit card account. Please be assured that we take great care in packaging your items but human mistakes can happen sometimes. Should you have any problems, please do not hesitate to contact us at [customercare@donatellabalsamo.com](mailto:customercare@donatellabalsamo.com) or on 44 (0)208 594 2052.

### **Address to return to:**

Donatella Balsamo Studio  
149 Saint Awdry's Road, Barking, IG117QE