



Returns Address:  
52 South Molton Street, London, W1K 5SE  
customerservice@les100ciels.com

## Returns Form

Please fill out this form and send with your item(s) for return. All customers will need to bear the cost of the returning items to us.

Please send returns to: 52 South Molton Street, London, W1K 5SE, UK.

Customer Name: \_\_\_\_\_

Order No: \_\_\_\_\_

Date: \_\_\_\_\_

Please list the items you wish to return here:

Product Code/ Name	Description	Reason for Return*	Price	Return ✓	Exchange ✓

\*Reason for Return

1. Wrong size // 2. Dislike // 3. Damaged // 4. Items missing // 5. Other

Any other comments:

Customer Signature:

\_\_\_\_\_

# Returns Policy

We hope you are happy with your purchase. However, should you like to return your item(s) for any reason, you can do so within 28 days of receipt of your order for a full refund\*\* of the item(s). Please fill out the returns form and send with your item(s) you would like refunded. All customers will need to bear the cost of the returning items to our warehouse.

Please send your return form and items to the below address. We recommend getting a proof of postage stamp from the Post Office or a tracking number from the courier company.

Returns Address:

Les 100 Ciels  
52 South Molton Street  
London  
W1K 5SE  
United Kingdom

The items are your responsibility until they reach our warehouse. Please ensure you pack your items carefully to prevent any damage. We are not responsible for any items that are returned to us in error and will not be able to return these to you free of charge. Please contact us for further details.

Items bought as part of a multi-item offer, must all be returned for the full refund to apply. If one item of the offer is returned, then the value of the lower priced item at time of purchase will be refunded. If you qualified for a free item with your purchase, (for example, Buy 1 item, Get 1 Free), this will need to be returned with the main item purchased, to qualify for a full refund. This does not apply to gift items.

**Personalised items and face masks cannot be returned and are non-refundable.**

## EXCHANGES

If you would like to exchange an item you have bought, please contact us at [customerservice@les100ciels.com](mailto:customerservice@les100ciels.com) to check stock is available for the item and to make all arrangements.

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