

ST. CLAIR

RETURN FORM

ORDER #: _____ RETURN DATE: _____

Thank you for your order. We hope you love your dress. However, if for any reason you are not 100% happy and would like to return your item(s) for a refund, please follow the steps below.

- REQUEST A RETURN through the Returns Portal on our website, which is found on the footer of the homepage. We then know to expect your return
 - Then fill in this form and include it inside your parcel with the item(s) you wish to return
 - Attach the Address label (right) to your parcel
 - Items can be returned for a refund within 14 days of receipt
 - The cost of returns must be covered by the customer
 - We advise that you send the item back via Special Delivery so it is traceable
- ST. CLAIR are not responsible for any returned items we do not receive

Refunds will be processed as soon as we receive your package. We will email you to confirm its arrival. It can take anywhere from 2-5 business days from the receipt of the return package to initiate the refund.

If you would like to exchange an item, please return it for a refund and purchase the new item that you wish to order.

RETURN CODES

- 1 - Item doesn't suit me
- 2 - Quality is not what I expected
- 3 - Looks different to the photo on the website
- 4 - Size too big
- 5 - Size too small
- 6 - Incorrect item sent
- 7 - Faulty item

Returns can only be accepted by ST. CLAIR if the item is unworn and unmarked, in its original packaging with all labels intact. Judgement is at ST. CLAIR's discretion.

In the case of a faulty item, please notify us immediately. We will arrange a speedy replacement and you will not be charged for return postage.

ST. CLAIR (RETURNS)
19 BUXTON ROAD
LONDON
SW14 8SY
UNITED KINGDOM

DRESS NAME & COLOUR	SIZE	RETURN CODE

INTERNATIONAL RETURNS

The cost of returns must be covered by the customer.

- Please send your return using a trackable service
- Mark your package clearly as 'Returned goods' to avoid delays & fees at Customs
- Include the following to avoid delays at customs:
 - Country of origin - UK
 - Contact Number at ST. CLAIR +44 (0) 7506 195316
 - Check your original paperwork for customs code + item description
 - Please also include your email address and telephone number so we can contact you if necessary

E: CUSTOMERSERVICE@STCLAIR.COM T: +44 (0) 7506195316