

# LUXE TO KILL

## RETURNS FORM

### NEED TO SEND SOMETHING BACK?

Not a problem, just follow the steps below!

1. Fill in your **ORDER INFORMATION** and the **TABLE** below, detailing the item(s) you wish to return.
2. Enter a reason code & either place this form in with your return or email it back to us at [info@luxetokill.com](mailto:info@luxetokill.com).
3. *FOR INTERNATIONAL RETURNS* – to ensure the item is returned to us without any customs issues please attach the cut-out address provided at the bottom or ensure address and details are copied exactly as shown in the cut-out.

### DON'T FORGET:

- If your order is incorrect or faulty please contact us ASAP at [info@luxetokill.com](mailto:info@luxetokill.com).
- Returns must be dispatched to us within 28 days of purchasing the item, please keep proof of postage with dates on.
- Items need to be returned to us in original packaging and original condition. This includes any shoeboxes.
- Returns can take up to 7-10 working days to process from receipt of item back at Luxe To Kill HQ.
- We advise you use a tracked service as we will not be liable for any goods lost in transit and no refund will be processed should the item not arrive back to us.
- Delivery costs are non-refundable.
- Underwear and swimwear are non-returnable due to hygiene reasons.

### Need Help?

Contact us via e-mail [info@luxetokill.com](mailto:info@luxetokill.com) and we will endeavour to respond to your e-mail within 24 hours or sooner.

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

ORDER NUMBER: \_\_\_\_\_

ITEM DESCRIPTION	COLOUR	SIZE	QTY	REASON CODE*
Additional Information:				

\* please state your reason for return:

- |                               |                              |
|-------------------------------|------------------------------|
| 1. Doesn't fit                | 5. Item unlike picture       |
| 2. Doesn't suit               | 6. Incorrect item received   |
| 3. Ordered more than one size | 7. Parcel damaged on arrival |
| 4. Faulty / Poor              | 8. Arrived too late          |



### RETURNED GOODS – VAT NO. 258322403

Luxe To Kill Returns  
Unit 2 Apollo Business Park  
Appsley Grove  
M12 6AW  
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