LUXE VOLITION

Items can be returned within **14-working days** of receiving your order. Simply fill in the form below and send it back to us with the item(s) in their original packaging and with the tags still attached. We have the right to refuse items that have the tags removed, have been worn and are not in a saleable condition. Please complete the form below and enclose this form with your returned goods.

NAME	ORDER DATE	ORDER NUMBER

QTY	PRODUCT CODE	DESCRIPTION	SIZE	REASON CODE

RETURNS CODE	COMMENTS
1 – Looks different to image on site	
2 – Ordered more than one size	
3 – Arrived too late	
4 – Changed my mind	
5 – Poor quality/faulty (please explain)	
6 – Doesn't fit me properly	
7 – Doesn't suit me	
8 – Incorrect item received (please explain)	
9 – Parcel damaged on arrival	

IMPORTANT NOTES

All items must be returned in an unused, saleable condition within 14-working days of receiving your order. Items such as, swimwear must have the hygiene seal intact. If these hygiene seals have been removed, the item cannot be refunded. Pierced jewellery, normal jewellery, tights and underwear cannot be returned for health and safety reasons. Accessories such as bags, must be returned in their original packaging and unused. Shoes must only be worn indoors and must show no signs of wear.

Please take extra care when trying on your new clothing items. Unfortunately, we cannot refund any items that are stained with makeup, fake tan, body lotions, etc. All items must be returned with their tags attached. Any items returned without the tags attached will not be refunded.

Please ensure that all returned items are well packaged, to avoid any damage during transit.

For international customers, we highly recommend that you use a recorded and insured service, which can be tracked and offers proof of postage. We cannot be held responsible for any parcels going missing, stolen or damaged in transit. Please note, we do not reimburse the cost of shipping costs.

Please mark the parcel as a return parcel for customs clearance to appropriately deal with the shipment. Additionally, please include this returns form, so that we can assign your return parcel to the correct order. Failure to do this, may result in a delay in processing your return.

Returns are normally processed within 14-working days of receiving your parcel. Unfortunately, orders that are returned outside of the 14-working day window cannot be returned for a refund.

We do not currently offer exchanges. For more information on our Returns Policy, please go to www.luxevolition.com. For further advice, email us at sales@luxevolition.com with your order number and we are more than happy to help!