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.

To create a returns label, please go to Royal Mail at https://www.royalmail.com/track-my-return/create/3407. Please place your products back in their original packaging and include this Returns Slip. Please print off the returns label and attach it to the outside of the bag. If you use our return label, a flat fee of £3.99 will be deducted from your refund, as a handling charge per order. Ensure you keep a hold of your proof of postage until you have received confirmation from us that we have safely received your parcel.

Please ensure that all return packages are sent with a trackable, insured service if you choose not to use our returns label. We are not liable for any items that are damaged or lost in the return transit. Please note that the cost of using another courier service will not be reimbursed.

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.

E-mail: sales@luxevolition.com

Returns Address: Luxe Volition, Unit 121247, Courier Point, 13 Freeland Park, Wareham Road, Poole, Dorset, BH16 6FH, UK