



RETURNS OR EXCHANGES FORM

Please send your completed form along with your items to return or exchange to:

Lilliput & Felix Returns/Exchanges
c/o Mode Logistics Ltd
Unit 1, Capitol Industrial Centre
Fulmar Way, Wickford
Essex SS11 8YW

Order No.	Item Code (cannot be returned without this)	Item Description & Colour	Size ordered	Refund or Exchange?	Exchange Item for:	Reason (To help us improve!)

Returns Policy

- Products must be returned in a new and unworn, untarnished condition in their original packaging with all tags and hygiene strips still intact.
- Only full priced items can be refunded. Unless stated otherwise, discounted or sale items can only be exchanged for items of the same sale value or credited to your account.
- The customer is responsible for all return shipping charges and we recommend that you use a traceable carrier or courier for returns and exchanges. Please retain your proof of postage as we cannot accept responsibility for goods lost in transit.
- Exchanged items are sent back to you free of charge. Please note the items that you would like us to send back to you including colour and size, if you require the items to be sent back to an alternative address please state this clearly on the returns slip. Please note that if we are sending an item outside of the UK, our postage will not cover Customs Charges- you will need to pay this on arrival.
- Once we have received your returned or exchanged garment in our studio, please allow up to 14 days for our team to process your request. It is unlikely, but in some circumstances, refunds may take up to 28 days to arrive in your bank account.