

Return form

Return Policy:

Not satisfied with the product? Within 14 days of receipt, you have the option to return the product. Please follow the steps below.

Register your return:

- Send an email to info@elle-vire.com and register your return.**

Packaging

- Pack the products in their original condition and packaging in a cardboard box.**
- Place the completed return form in the box.**
- Stick the enclosed return label on the box so that it is clearly visible.**

Consignment

Hand in the parcel at the post office

Keep the proof of posting.

Stick the attached return label on the box so that it is clearly visible.

Refund:

When will you get your money back?

We will transfer the costs incurred (purchase costs and original shipping costs) to you within 14 days of cancellation.

What do you get in return?

You will receive a full refund, including the original shipping and payment costs.

Where do I get my money back?

We will refund you in the same way you paid. Is this not possible? We will contact you.

Return shipping costs:

You are responsible for the cost of returning the product. Do you want to return a product because it was damaged or incorrectly delivered? We will refund these costs afterwards.

Return form

Please complete and return this form.

Name:		Bank number:	
Order number:		Date of order:	
Email:		Date of return:	
Address:		Collection number:	
Reason for the return number(s):			

Reasons for the return:

- 1 - Incorrect
- 2 - Wrong size ordered
- 3 - Does not meet my requirements
- 4 - Transport damage
- 5 - Received the wrong product
- 6 - Ordered the same product twice
- 7 - Other things namely:

Back to the address:

Return address: 2nd Floor, Yueli (Huizhou) Trading Company Ltd. Zhengfeng Zhiyi Building, Mowu, Zhencun Village, Yuanzhou Town, Boluo County, Huizhou City, Guangdong Province, China. Postal code: 516123

Please note. High charges may apply for returns to China.