

Returns Form

If for any reason you wish to return your items to us then please print & complete this form and send to the address at the bottom of the page :-

PLEASE KINDLY NOTE WE WOULD ADVISE YOU TO RETURN ITEMS(S) USING A TRACKABLE POSTAL SERVICE, OR DROP THE GOODS AT OUR STORE (see address at bottom), AS WE CANNOT BE HELD RESPONSIBLE FOR ANY LOST ITEMS. ALL POSTAL CHARGES ARE AT THE COST OF THE CUSTOMER.

ORDER No. _____ DATE _____

YOUR NAME _____

YOUR ADDRESS _____

YOUR POSTCODE _____

| <u>Frame Name</u> | <u>Colour</u> | <u>Return Code</u> |
|-------------------|---------------|--------------------|
| | | |
| | | |
| | | |
| | | |

Return Codes

| | |
|--------------------------------------|----------------------------|
| 1 – Product faulty | 4 – Wrong Item sent |
| 2 – Order arrived damaged | 5 – Other (please specify) |
| 3 – Standard return (please specify) | |

Customer Service: 0141 334 9044

Email: hey@iolla.com

Return To

IOLLA
1313 Argyle
Street
Glasgow
G3 8TL
United Kingdom

Terms & Conditions

- For non-bespoke goods bought online we allow you to return them up to 14 days from the day you receive them.
- When returning an item to us please ensure that it is in its original packaging, isn't used or damaged and a receipt of proof of purchase is provided.
- For Full T&C's please visit our website