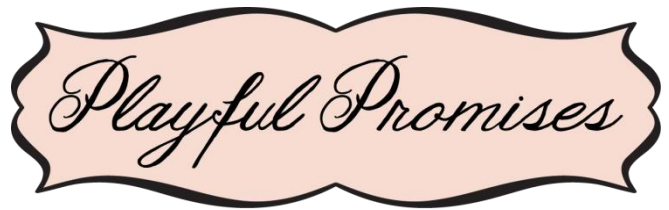


# RETURNS FORM



Order number: \_\_\_\_\_

Name: \_\_\_\_\_

Playful Promises wants you to buy with confidence and wear with even more! We hope you are delighted with everything you buy from us. However, if you are not completely satisfied with your purchase we will exchange or refund your purchase subject to our terms and conditions. This does not affect your statutory rights.

- Goods must be returned to us within **14 days of purchase** in their original condition and packaging.
- Try on briefs over your own lingerie as we will not accept any lingerie that is worn or soiled.
- For hygiene reasons we cannot accept returns and exchanges on earrings unless they are faulty.
- We recommend that you send by **registered post & retain proof of posting**, as we cannot accept responsibility for goods lost in transit.
- For international customers, please ensure you write "returned goods" on any customs documents.
- Refunds and exchanges are processed on the following Monday after receiving the goods, please allow approximately one week for the items to be checked. Refunds may take up to 5 working days.

Please send back to:

**Returns Address**

Playful Promises,  
Torque Logistics  
Wortley Moor Road  
Wortley  
Leeds  
LS12 4JH

**Reason for refund of exchange code**

- |                   |                     |              |
|-------------------|---------------------|--------------|
| 1. Incorrect item | 2. Doesn't suit me  | 3. Too Small |
| 4. Too big        | 5. Unhappy with fit | 6. Faulty    |

Description	Exchange (mark with ✓)	Refund (mark with ✓)	Replacement item/size if exchange	Reason code