

# LORDYA

## Returns & Exchanges

### RETURN ADDRESS:

Name: Pedro Teixeira - LORDYA

Company: SKU - Logistics for Business.

Street: Rua Padre Duarte 372, Pavilhão 12.

ZIP Code: 4765-448 Guardizela

Country: Portugal

### TERMS OF RETURN:

Returns must be sent back within 14 days upon receiving the package and in perfect original sale condition, unworn.

**Returns from countries outside of Europe and outside of EEA (European Economic Area)\* must be arranged by us.**

\* (ex: Switzerland, Norway, Croatia & more. North America, South America, Asia, Africa, Oceania) Please contact us at [info@lordya.com](mailto:info@lordya.com).

You will be responsible for paying for your own shipping costs for returning your item.

Handle the goods with extreme care and ensure that you send the it by a method that insures the value of the goods and with a reliable tracking service. We will not be responsible for any lost parcel.

We cannot refund your original or return postage costs unless product is faulty/incorrect.

If you are unsure that you are eligible for returning your items please contact us at [info@lordya.com](mailto:info@lordya.com) before returning any item.

### REFUNDS / EXCHANGES

After your return is processed and approved, we will refund the value of the product or exchange it for another if available.

**Exchanged items will be sent on a free delivery service.**

Please allow up to 4 working days to process your return. If there is any problem we will contact you via phone (if provided) or email.

Name	Order Number #	Email address
<b>Alternative Shipping Address (leave blank if not applicable)</b>		

**REASON OF RETURN:** A) Item doesn't fit; B) Wrong item received; C) Faulty/Damaged\*; D) Other: \_\_\_\_\_

PRODUCTS RETURNED				
ITEM DESCRIPTION (model, color)	SIZE	QUANTITY	REASON (A. B. C. D.)	EXCHANGE or REFUND?

Fill in the new product(s) that you intend to receive as exchange. If the product isn't available we will contact you.

EXCHANGED PRODUCTS (leave blank if not applicable)		
ITEM DESCRIPTION (model, color)	SIZE	QUANTITY