

THE RETURNS FORM

THE ORDER ID:

YOUR FULL NAME:

Product Name	Refund /Exchange	Reason	Reasons
			1. The item is faulty 2. Wrong item received 3. Changed my mind 4. Other (please state)

TERMS & CONDITIONS

If you are not 100% satisfied with your purchase via www.ellaiconic.co.uk, you may return your order **within 14 days of purchase**.

The returned item has to be **in the exact same condition as it was sent out** to be approved for a refund or exchange. Unless the item you have received is faulty, you are liable for return postage costs and our shipping costs are non refundable.

Please complete this form and include it in your returns package. We advise you return the item via a tracked shipping as until the item reaches us, it is under your care.

Once received, we shall start a refund/exchange process and will be in touch with you via email provided. Refunds will be issued within 7 days of receipt of your return.

THE RETURN ADDRESS

Ella Iconic Returns
30 Sandhurst Road
Tunbridge Wells
Kent, TN2 3JR, UK