



Returns/Exchanges:

Name:	Order Number:	Order Date:

Quantity:	Item:	Exchange or Refund:	Reason Code (A-H):	Additional Info:

#### Reason Codes

- |                                 |                           |
|---------------------------------|---------------------------|
| A: Damaged in Shipping          | E: Changed your mind      |
| B: Wrong item received          | F: Item not as expected   |
| C: Wrong item quantity received | G: Item arrived too late  |
| D: Wrong item ordered           | H: Other (please explain) |

#### Returns policy

If you'd like to return/exchange an item, please complete the form above, then print it off and return with the item in its original packaging within 14 days to:

Perfume Direct Returns  
Unit B2, Axis Point, Hilltop Road  
Heywood, OL10 2RQ

Unfortunately, we aren't able to cover the cost of returning/exchanging unwanted items at this time (Reason codes D-F), so the postage cost of returning these items is the responsibility of the customer. Once the item has been received and inspected by our customer care team, you will be notified that your refund/exchange has been issued. If you cancel your order before the items are shipped out a refund will be issued right away.

If Perfume Direct is at fault then please visit our Returns policy page [www.perfumedirect.com/pages/returns-policy](http://www.perfumedirect.com/pages/returns-policy) to use the Royal Mail Local Collect system for free delivery on returned items.