

## RETURNS FORM

*Marie & Lola*

FRENCH FASHION WITH LOVE

Dear customer,

We are sorry that you wish to return your order. We are committed to providing you with the best possible experience. Please tell us the reason for your return. This helps us to better understand your expectations and to improve our offering.

The Marie & Lola team

---

**We accept returns within 14 days of delivery of your order.  
Here's how to return your item(s):**

### RETURN PROCEDURE

1. Complete the information required in the section below
2. Prepare your return package and include this sheet inside the package
3. Send your package to the following address:

### CUSTOMER RETURNS

Marie & Lola  
86 New Kings Road  
London, SW6 4LU

### INFORMATION ABOUT MY RETURN

Full name:	
Order number:	
Returned product(s):	
Reason for return (optional)	
I require a:	Refund <input type="checkbox"/> Exchange <input type="checkbox"/>
If exchanging, please make your request:	Product name: Product description: New size: New colour:

## **RETURN CONDITIONS**

In order to facilitate the return of your products, please take note of the following:

1. You have 14 days from delivery of your order to make your return
2. Returned products must be new, in their original condition, with their labels/tags still attached, unworn and fit for re-sale.
3. In the event of non-compliance with these conditions, your return may not be subject to a refund or exchange.

We do our utmost to reimburse you as soon as possible. The refund will be made using the same means of payment as that used for your order and within 10 days of receipt of your package at our premises.

The customer is responsible for the postage costs incurred when returning items.

We recommend you obtain a proof of postage from your post office by using Royal Mail Registered Post or similar as we cannot be held responsible for returned items that do not reach us.

If you are returning a gift, we have to refund the person who paid for it. We are happy to exchange your gift but we will also have to inform the original purchaser.

If the products you return are faulty, incorrect or damaged in transit, we will refund you the cost of the return postage, as well as the goods and your original postage charge. The item(s) must be returned within 14 days of delivery date.

Our return conditions and this voucher are accessible at any time at the bottom of the page of our site [www.marieandlola.com/pages/return-policy](http://www.marieandlola.com/pages/return-policy).