

LYLIE'S

LONDON

RETURNS & EXCHANGES FORM

If for any reason you are not 100% satisfied with your purchase, we will offer you a full refund excluding delivery, or an exchange. Please note we can only offer refunds or exchanges on unworn items with their security tag still attached, returned in the original packaging. We can only offer refunds or exchanges on goods which are shipped back to us within 7 days of receipt. All successfully returned items will be credited to the account used to originally purchase the item, less delivery charge incurred.

ADDRESS

Returns Department
Lylie's
22 Davies Street
London
W1K 3DE

YOUR DETAILS

Full name Order number
Telephone number..... Email Address

24 HOURS FREE RETURNS

Lylie's offers free returns within 24 hours after delivery. Should you wish to make use of this, please email returns@lylies.com and we will organise a collection by our courier service at a convenient time for you, within a 2 hour window. Please attach this completed form to your email.

7 DAYS RETURNS

We offer refunds and exchanges on goods which are shipped back to us within 7 days of receipt. If you are returning after the 24 hour window, there are 2 options:

- a. Use our courier to collect the parcel at your convince. Email returns@lylies.com to arrange it and the cost incurred will be reduced from your refund.
- b. Post the return via Royal Mail. Please email us this completed form or print and enclose in package. We recommend you acquire a proof of postage receipt and retain this until you receive your refund or exchange.

REFUND OR EXCHANGE

All exchanges are subject to stock availability and if your required item is out of stock when we process your return, we will put your order onto the Pre-Order list, meaning it will be sent to you when it is back in stock and within 4 weeks.

All successfully returned items will be credited to the account used to originally purchase the item, less delivery charge incurred after 24 hours.

GIFTS

If you are returning an item received from lylies.com as a gift, you can exchange it for another item of the same value or more, provided you pay the cost difference and the additional delivery which may incur as a result.

Please let us know the name of the person who purchased it for you:

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