

OLIVIA'S

We're sorry you're not completely happy with your purchase we'll try and make this process as simple as possible.

Step 1: Contact our Customer Service explaining the reason for the return

Step 2: Once your return has been approved by our Customer Service Team you will receive an email.

Step 3: Complete this returns slip with your Name & Order Number and insert it into your returning product(s) packaging.

Please ensure your return arrives back to us within 28 days of delivery with this return slip is enclosed.

RETURNS FORM

FULL NAME: _____

ORDER NO: _____

REASON: _____

RETURN ADDRESS:

Olivia's.com, Moot HQ
Unit 1 Paton Drive
Stafford
Staffordshire
ST16 3EF

Please Note:

- Please pack the item/s in their original packaging to ensure the products are as protected as possible during transit. Any refund is dependent on the condition that the item(s) are returned unused, complete, in perfect condition.
- We advise all customers obtain proof of postage when returning any part of your order together with any necessary insurance to cover against loss or damage and you will remain responsible for any and all returned goods until they reach our warehouse.