

## Returns Note (International)

You can return any item for a refund within 30 days of receiving your original order.

Bespoke orders and re-lacquering services are not eligible for a refund (unless a manufacturing fault has occurred).

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

We are unable to refund any customs charges or sales tax.

All goods will be inspected on return. In the unlikely event that an item is returned to us in an unsuitable condition, we may send it back to you.

### HOW TO RETURN TO US

1. Print and fill out the returns form below.

2. Print your original invoice (if you do not already have it)

3. Pack the following items in a secure method, preferably in the same envelope it was received:

**1. Original Invoice**

**2. Returns Form**

**3. Items to be returned in their original packaging**

4. Print and attach your shipping label to the outside of your package.

5. Ship your item using your local postal service, preferably the same service in which your goods were received.

We recommend you do NOT use a courier services such as Fedex or DHL as this method as this is likely to incur customs charges. If you do decide to use a courier service, please instruct your courier to use 'Returned Goods Relief' as a declared method of entry.

We will not be liable for any customs or duties charges incurred when returning goods.

Obtain proof of receipt and insurance to cover the value of the items you are returning. The insurance value should be the price you paid for the item minus the shipping costs. We are not responsible for any damage or loss of items that occur in transit to us.

6. Once received, we will refund any money received from you using the same method originally used to pay for your purchase, unless agreed otherwise.

# HOTLIPS

BY SOLANGE

Please fill out the following:

Order Date: \_\_\_\_\_

Invoice number: \_\_\_\_\_

Name on Invoice:

Product Description: \_\_\_\_\_

Qty: \_\_\_\_\_

Reason for Return: \_\_\_\_\_

SHIPPING LABEL ADDRESS:

POSTAGE  
REQUIRED

HOTLIPS BY SOLANGE  
(RETURNED BRITISH GOODS)  
HOTLIPS BY SOLANGE - RETURNS  
25 CHILWORTH STREET  
LONDON, W2 3HA  
UK

FROM: \_\_\_\_\_