

# FRANCO FLORENZI

## REFUNDS + EXCHANGES

① Full Name: \_\_\_\_\_

Please make sure your name and order number matches the information provided when you placed your order.

② Order Number: \_\_\_\_\_

Inaccurate information could result in your request not being fulfilled or delayed.

③ Reason For Return:

Refund     Exchange

④

Please list the item(s) included in your return package.

RETURNED ITEMS				
QTY	ITEM NAME	SIZE	COLOUR	REASON

Please choose a code which best represents your reason for return.

RETURN REASONS							
SIZING	CODE	PREFERENCE (Dislike)	CODE	QUALITY	CODE	SERVICE	CODE
Too Large	1	Fabric	5	Defective	9	Wrong Item	11
Too Small	2	Colour	6	Uncomfortable	10	Late Arrival	12
Smaller than Expected	3	Style	7				
Bigger than Expected	4	Quality	8				

⑤

EXCHANGE REQUEST					
QTY	ITEM NAME	SIZE	COLOUR	UNIT PRICE	TOTAL

List the item(s) you would like in exchange.

- If the exchange item costs more – a member of staff will contact you regarding outstanding payment.
- If the exchange item costs less – a refund for the difference will be made within 5 business days.

**Return Package To:**

⑥ Please return your item(s) within 14 business days for returns and 20 business days for exchanges.



**Franco Florenzi Returns**  
 1 Rashwood Cottage, Rashwood Hill  
 Droitwich, Worcestershire  
 WR9 0BJ. United Kingdom