

LUXE + HARDY

returns and exchanges

Our customers are the most important people in the world to us and it is essential that you are satisfied with your product, as such we handle each return/exchange query on an individual basis to the best of our ability. While we hope that you love what you buy, if you are not happy with your order, you have 14 days to return or exchange your items.

Should you wish to return any of your Luxe + Hardy items, please ensure that:

- The items are returned within 14 days of being received
- The goods have not been worn
- Tags must still be attached
- Product(s) must be returned in original condition, unworn and in original packaging

HOW DO I GET A REFUND OR EXCHANGE?

Follow our easy guide...

1. Email hello@luxehandhardy.com to be issued with a Returns Merchandise Authorisation (RMA) number (we must receive this email within the 14-day return period or we will be unable to accept your refund).
2. Complete the Return Form and make sure that it is inside your return package.
3. Send the clothes to the following address: **LUXE + HARDY, GOODWIN HOUSE, 5 UNION COURT, RICHMOND, SURREY, TW91AA**
4. You will then be notified by email once your return has been received and processed.

All successfully returned items will be credited to the account used to originally purchase the items.

If you should have any queries or thoughts regarding the returns and exchanges policy, please do not hesitate to contact Luxe + Hardy by email to sales@luxehandhardy.com or call us on +44 (0) 203 603 0281

Please note – Luxe + Hardy will not be held liable for any product lost in transit. Although we will do everything we can to rectify the situation!

THIS RETURNS POLICY DOES NOT AFFECT YOUR STATUTORY RIGHTS.

customer name: _____

order no. _____

rma no. _____

PRODUCT CODE	PRODUCT DESCRIPTION	QTY	SIZE	REFUND OR EXCHANGE	REASON CODE

reason codes

- | | | |
|--------------------|---------------------|------------------------|
| 1. too big | 4. quality issues | 7. unwanted gift |
| 2. too small | 5. not as expected | 8. faulty item |
| 3. style not right | 6. arrived too late | 9. incorrect item sent |

need help?

Email hello@luxehandhardy.com or call us on +44 (0) 203 603 0281