



mail order tel: +44 (0) 20 8960 0612  
monday to friday 10am to 6pm

fax: +44 (0) 20 8960 0612  
email: [claire@aloeloungewear.com](mailto:claire@aloeloungewear.com)  
online: [www.aloeloungewear.com](http://www.aloeloungewear.com)



## HOW TO ORDER

### Stock availability

Sadly, we cannot guarantee that we have all the items in stock permanently, although we do try our best. If any item is out of stock, we will advise you of an anticipated delivery date and place the order on back order to forward to you separately, if desired.

### How to pay

By card: we accept visa, mastercard, switch/maestro and visa delta payment cards. We will not charge for your order until the items are ready to be dispatched.

By cheque: makes cheques payable to Alöe Loungewear Ltd. On the back please write your home address, cheque guarantee card number, expiry date and issue number (switch/maestro only). All cheques are authorised by Transax

### Delivery

Standard delivery: in stock items are dispatched the next day. Please allow 7 working days for goods to arrive. Deliveries are made during working hours and may require a signature.

Express delivery: this costs an extra £5 and is available for uk telephone orders only. For orders received before 1pm delivery will be on the next working day. For those received after 1pm, delivery will be within two working days, please note our ability to keep to these times is limited by the area in which you live. In case of doubt please phone +44(0)207 424 9459 for details. Deliveries are made during working hours and will require a signature

### Gift wrapping

We offer a gift-wrapping service which can include a special message. This service costs an extra £4.

### Customer service

If you have any queries about your order, about our products or services or would like more information about Alöe Loungewear Ltd, please call or write to customer service - who will be pleased to help.

60 Beethoven Street, London W10 4LG  
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### Our Guarantee

Our products are designed with great care and affection and we hope you will be pleased with them. However, if you are not satisfied with your purchase from ALÖE for any reason, you may exchange it or refund its cost in full within seven working days of receipt, with a completed return form, which is enclosed with your order. Please ensure that briefs are tried on over your own lingerie. We will not accept returns on lingerie that have been worn or are returned in a soiled condition. All returned items must be in original and unused condition.

We regret that we cannot refund postage costs. Sadly also, we cannot be responsible for parcels that fail to reach us, so please obtain a certificate of posting as proof of postage.

### Legal statement

Prices include VAT at the prevailing rate and are valid until 24th December 2005 (subject to changes in VAT). Every reasonable care has been taken to ensure that the reproduction of colours is as accurate as the photographic and production process will allow and that the descriptions are accurate, slight variations may occur. Alöe Loungewear Ltd. is a registered company based in England. no: 4313664

### Cheque payments

In order that we can process cheque orders speedily we use the transax service to authorise your cheque. This service is provided in order to comply with the data protection act.