

Alöe returns form

**Goods must be returned to: Alöe Loungewear Ltd. 41 Gaskell Road, Highgate, London N6 4DU.
Unfortunately, we cannot refund postage costs unless the item is faulty.**

| | | | |
|---|-----------------------|---------------|--|
| Your Name | | Order No. | |
| Order Date | | Date Received | |
| Email | | Telephone | |
| Address | | | |
| Telephone | | | |
| If you are returning more than one garment please use a separate form for each garment | | | |
| Please use the box below to tell us what you would like us to do with your return, Examples: Replacement for larger / smaller size or exchange for different garment etc | | | |
| | | | |
| <p>We will refund or exchange the garment within 14 days of delivery, provided that the product is still in perfect condition, unworn, unwashed and with all tags attached. We ask that you let us know as soon as possible if you intend to make a return on orders@aloeloungewear.com with the details including reference code. The returns form enclosed with your order must be completed in full and accompany the item(s) you wish to return. We recommend using a registered and trackable service and retain proof of purchase as we cannot take responsibility for items lost in transit. Your postage receipt and tracking number should be retained until the refund is processed.</p> <p>LINGERIE RETURNS Please take care with unpacking and repacking. Please also ensure that briefs are tried on over your own lingerie. We will not accept returns on lingerie that has been worn or is returned in a soiled condition. Only items which Alöe Loungewear Ltd. can confirm as new and unused will be eligible for a return or exchange, outlined above and within the 14 days time limit. Alöe Loungewear Ltd. will not accept returns or exchange goods for any non-faulty items that have been worn, washed and/or with tags removed.</p> | | | |
| Have you sent your parcel by recorded delivery: | | Yes / No | |
| Recorded delivery tracking number (if known): | | | |
| Your return package should have your Surname, Address & Order Number on the back | | | |
| Customer Signature | | Date | |
| OFFICE USE ONLY | DATE RETURN RECIEVED: | | |