

## Returns & Exchanges

|                    |  |
|--------------------|--|
| Full Name:         |  |
| E-mail/Tel.:       |  |
| Order No.:         |  |
| Garments Returned: |  |
| Exchange Item:     |  |
| Reason of return:  |  |

### How do I return an item?

- **Steps:**

- 1- Check that your items qualify for returns. They must be unworn and unwashed. Items must be returned to us in the condition you received them, with all tags attached. As our items are hand made to order, this will be a brand new condition, which is how we expect to receive them back to us. They must not be damaged, stained, torn, snagged or marked in any way; including cosmetic marks from make-up, fake tan or other products.
- 2 , Fill in the Returns & Exchanges form provided to you within your parcel. If you do not have a Returns and Exchanges form you can print one here. The following information should be visible on the form:
  - Full Name
  - Contact Details: email or telephone
  - Order Number
  - Garments Returned
  - Exchange Items
  - Reason for Return

Make sure you are clear in writing down the item(s) you wish to return or exchange stating the size, colour and style of the returned and desired exchange item if relevant. Please also write down the reason for your return.

- 3 , Place the items in a small mailing bag or padded envelope instead of the original box. This will significantly reduce your postage costs upon returning the parcel to us. Do ensure the garments are well wrapped and protected as any damage caused during return shipment may cause your item to be refused.
- 4 You will need to cover the cost of the return postage. We recommend using a signed for delivery option and posting with your national postage service, such as Royal Mail, AusPost, USPS, Canada Post etc.
- 5 , Ship the items back to us:

**Touch of Paris Ltd.** Address: 35. Elms Avenue City: **Eastbourne** Country: United Kingdom Post code: **BN21 3DN**