

PUREROSE®

RETURNS FORM

NAME

ADDRESS

ORDER NUMBER

EMAIL

If you are unsatisfied with your order for any reason, you can return or exchange items within 30 days of receiving them for a refund. Returns will only be accepted if the items are unworn, with tags attached, in original condition. All items will be refunded at the price they were purchased. Please allow up to 14 working days to receive and process returned items.

DESCRIPTION	SIZE	QTY	RETURN CODE

RETURN CODE

1-ITEM DOESN'T FIT PROPERLY

3-CHANGED MY MIND

5-ARRIVED TOO LATE

7-ITEM IS FAULTY

2-ORDERED MORE THAN ONE SIZE

4-INCORRECT ITEM RECEIVED

6-LOOKS DIFFERENT TO IMAGE ON
SITE

8-OTHER (PLEASE
EXPLAIN)

HOW TO RETURN YOUR ITEM

Please complete the returns form that you came with your order and include it with the items you are sending back.

All refunds will be made to the original card used to make the purchase.

Please ensure the returns label cover all old labels and post the item to the address on this returns form.

To make a return, we need to receive the goods back to our office in their original condition - so, please ensure all goods are packaged securely. If goods are returned from outside the UK/EU/EEA please mark the item as 'returned goods'.

We are not able to accept any returns that are not in their 'original' condition.

We can only accept within 30 days of delivery. The cost of returning goods is the responsibility of the customer. Please retain your proof of posting. PureRose cannot be held responsible for any loss of returned items.

RETURNS ADDRESS

Pure Rose Lingerie
PO Box 401
BEXLEYHEATH
DA7 9NN

COMMENTS

GOT A PROBLEM?

Email us with your order number and issue, and one of our customer service staff will be able to help you out.