

RETURN DOCUMENT

GUIDELINES FOR RETURNS

1. Return the parcel free via DPD by taking your parcel to a DPD Pickup shop. To find the nearest DPD Pickup shop, please visit <http://www.dpd.co.uk/apps/shopfinder/index.jsp> or contact Customer Services via contact@primadonna.com. You can also return your parcel via the Post Office by following the instructions overleaf.
2. Please avoid damages to and soiling of the products
3. If possible, please return the products and their accessories in their original packaging. If you do not have the original packaging anymore, please make sure that the packaging is appropriate to avoid damage during transport.
4. Please fill in the return slip below, indicating the item/s you are returning and circle the reason code - if you have lost your return slip please contact Customer Services on the details above.
5. Put the pre-paid Returns Label on the return parcel. We have sent this Returns Label together with your goods. If you have lost this Returns Label, please contact us via contact@primadonna.com.
6. Please keep the customer receipt for your records as this is your proof of sending and contains the tracking number which you will need if you contact customer services about your returned parcel.

Please note that the guidelines listed above are not compulsory conditions in order for you to be able to exercise your right to cancel.

YOUR INFORMATION:	
Name:	
Email address:	
Account number:	Invoice number:

REASONS FOR RETURN:

A. Wrong size	B. Shape not right	C. Don't like the colour
D. Damaged Item	E. Wrong Item	F. Other:

DATE AND SIGNATURE:

Returns Policy: Please turn over

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