

RETURN FORM

YOUR ORDER SUMMARY

ORDER DATE	
ORDER NUMBER	

QUANTITY	STYLE NUMBER	SIZE	REFUND CODE	REASON FOR REFUND CODES
				1 - LOOKS DIFFERENT TO IMAGE ON SITE
				2 - ORDERED MORE THAN ONE SIZE
				3 - ARRIVED TOO LATE
				4 - POOR QUALITY/FAULTY
				5 - DOESN'T FIT PROPERLY
				6 - DOESN'T SUIT ME
				7 - INCORRECT ITEM RECEIVED
				8 - PARCEL DAMAGED ON ARRIVAL

Delivery and Returns Note

Need to return something? Items can only be returned for refund. Simply fill in the form and send it back with the item/s (in the original condition). Please follow the steps below within 14 days of receiving your delivery. Items returned more than 14 days after receiving cannot be accepted and will be returned to original address.

1. Next to the products listed above, select one of the reason codes against your return.
2. Re-pack your item(s) in the original packaging, or in a secure, waterproof package with labels and tags still attached.
3. Return your package via tracking post, remembering to get proof of postage. Please don't post your package without getting proof of postage. Keep it safe in case you need to use this as evidence of your return. This returning cost is the responsibility of the customer.
4. It is the customer's responsibility to ensure their return is tracked and proof of tracking is provided.
5. Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.
6. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

For more information or help at any time, please contact us at contact@ellaandholly.com

