



+44 20 7284 3001
Help@IsabellaOliver.com
IsabellaOliver.com

EU RETURNS FORM

Name _____

Invoice Number _____

Dispatch Date _____

Thank you for ordering with Isabella Oliver. There is no need to worry if you are unhappy with your clothing, simply read the information below before returning your purchase to us.

- Please return any unwanted item(s) within 30 days of receipt (7 days for sale items).
- Returns are only accepted provided the garments are unworn and in a resalable condition with all tags attached.
- Returns and exchanges are sent back to us at your own expense. Your first exchange will be sent back to you by standard delivery and paid by Isabella Oliver. Subsequent exchanges will be charged at the standard delivery rate.
- Please ensure that swimwear is tried on over your underwear – we may refuse returns where it's obvious this hasn't been done.
- For reasons of hygiene, briefs, hosiery and earrings cannot be exchanged or refunded unless they are faulty.
- Beauty products cannot be exchanged or refunded unless they are faulty.
- Refunds will be credited to the debit/credit card used in the original transaction within one week after receipt of returned items.
- Funds may take up to 7 days to clear once payment has been made.
- Please note that when returning goods where a discount has been applied for a multiple purchase (e.g. Buy 2 and get 5% off), the discount will no longer apply if returning only part of that multiple purchase.
- This does not affect your statutory rights.

To return an item

1. Simply complete this form and enclose it with the goods to be returned.
2. Please post your return to: **Isabella Oliver, 15 Scott Road, Off Park Avenue, Luton, Bedfordshire LU3 3BF**
3. Clearly label the package as **"Returned British Goods"** for customs purposes, as we will not pay import duty on returned goods. Please do not use FedEx as they impose a duty to be paid upon receipt which we will have to charge back to you.
4. Remember, there's no need to return your Isabella Oliver box. Try recycling it into something useful, such as a safe place for your jewellery and accessories.
5. Stick the enclosed returns label on the package and post back to us.

I am returning the below items:

Item Code	Item Name	Size	Colour	Reason Code <small>(Use codes below)</small>	Refund (R) or Exchange (E) <small>(Please circle choice)</small>	Value
_____	_____	_____	_____	_____	R E	_____
_____	_____	_____	_____	_____	R E	_____
_____	_____	_____	_____	_____	R E	_____
_____	_____	_____	_____	_____	R E	_____
_____	_____	_____	_____	_____	R E	_____
_____	_____	_____	_____	_____	R E	_____
_____	_____	_____	_____	_____	R E	_____
_____	_____	_____	_____	_____	R E	_____

Total value of returned goods _____

Reason Code

- | | | | |
|-------------|------------------------------|--------------------------|----------------------------|
| 1 Too big | 5 Ordered more than one size | 9 Not keen on the colour | 13 Other (please specify): |
| 2 Too small | 6 Style not as I thought | 10 Wrong item sent | _____ |
| 3 Too long | 7 Quality not as expected | 11 Faulty item sent | _____ |
| 4 Too short | 8 Fabric not as anticipated | 12 Arrived too late | _____ |

Please send me the below items in exchange:

Item Code	Item Name	Size	Colour	Quantity	Value
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____

Total exchange order value _____

For your protection we recommend you keep proof of postage as we cannot be held responsible for items lost in transit.

Security information - In order for us to process your return, we will need your security code from the card used for the original transaction. Please insert the 3 digits on the back of your card _____