|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Order ID | # | | | | | | | | | Date: |
| Name |  | | | | | | | | |  |
| E-mail  Contact Number |  | | | | | | | | |  |
|  |  | For Customer | | | |  | |  |  |  |
| Item Code | Colour | Return Qty |  | | | Return Code | |  |  | Exchange ?  Colour/ size |
|  |  |  | A | B | C | D | E | F | G |  |
|  |  |  | A | B | C | D | E | F | G |  |
|  |  |  | A | B | C | D | E | F | G |  |
|  |  |  | A | B | C | D | E | F | G |  |
|  |  |  | A | B | C | D | E | F | G |  |
|  |  |  | A | B | C | D | E | F | G |  |
|  |  |  | A | B | C | D | E | F | G |  |
|  |  |  | A | B | C | D | E | F | G |  |
|  |  |  | A | B | C | D | E | F | G |  |
|  |  |  | A | B | C | D | E | F | G |  |

1)Enter the item code, colour quantity you are returning.

2)On the same order line, circle a return reason letter code from those listed

Refund/Exchange Instructions

**EXCHANGE**

We can exchange when you are wanting the same item in a different size or colour provided the replacement item is in stock at the time of processing your return. Where this is not possible a return will be issued. If an exchange is preferred please write the new size and(or) colour you would like in the correct box opposite. If you require different items, simply return unwanted items and make a new order.

**REFUNDS**

If you would like a refund, No problem! Please send the item(s) back to us within 14 days. Remember to write on the return form the reason why you are returning the item(s). We recommend you send the parcel by recorded delivery, as we cannot be held responsible for items lost in the post.

Items must be returned unworn with all of the tags attached and intact. Goods returned must be undamaged & in their original and undamaged packaging, complete, free from makeup, odour, & perfume. If goods are received back in an unsatisfactory condition we have the right to refuse your refund and send the item back at your cost.

For hygiene reasons we do not offer refunds on pierced jewellery, underwear, swimwear or Fascinators.

Items that have been washed and become faulty after the purchase are not refundable.

Once we have received the parcel your return will be processed as soon as possible however please allow up to 14 days. .

For any returned faulty items we will refund you the full cost including delivery charges, please send your postage receipt with item(s) back to us.

Retain the proof of posting until you receive a refund. The above does not affect your statutory rights.

If you have any further queries, please do not hesitate to contact us.

Customer Service Email: [admin@staysassi.com](mailto:admin@staysassi.com)

Tel: 01993 835566