ILLAMASQUA
Make-up for your alter ego

www.illamasqua.com

RETURNS FORM

Name:

Address:

Tel: Email:

Order ID: Order Date:

Qty	Product name/description	Price (£)	Return code (see below)	Refund? (✓)	Replacement? state colour required	Any further comments?

Reasons for return:
01 - Product damaged **02.** - Incorrect product / colour sent **03.** - Faulty product

HOW TO RETURN YOUR ITEMS:

1. Notify us of your intention to return the items.
This must be done within 7 working days of receiving your order, by calling Customer Services on +44 (0) 844 984 1700 or by emailing us at info@illamasqua.com with your order details. Please note that we can only accept returns for the reasons stated above, and cannot accept returned goods that we reasonably believe have been used. You have thirty (30) days from the date of notification to return the items to us.

2. Return your items by post.
Please return your items in a securely sealed parcel, including the original dispatch note, a completed returns form and a receipt for the return postage amount. We strongly recommend that the parcel be sent by a recorded delivery service (one that requires a signature on receipt).

The return delivery address is:
Customer services, Illamasqua Ltd
6-8 Amwell Street
London, EC1R 1UQ

Please ensure you retain proof of postage for use in the unlikely event that we do not receive your returned parcel. We cannot accept liability for returned goods lost in transit.

3. Processing your refund:
If your refund is approved, we will process it within thirty (30) days of receiving your returned goods, provided that you have returned them to us in their original condition. We will also refund the return postage amount, as long as a receipt for this has been included.