



RETURN BY POST

I would like to send the goods back for a REFUND or EXCHANGE

1. Refunds must be returned to us in their original condition within 14 days for a refund or up to 28 days for an exchange.
2. Returned hair should not be detached from its packaging as this would void any refund due to hygiene reasons.
3. Please fill out the form and send back with return items by registered post to:

Love Hair Extensions
Returns Dept.
Unit 2 Manhattan Business Park
Westgate
Ealing
London
W5 1UP

4. If you want a different item to the one originally ordered, send the original product back for a refund and start a new order.

ORDER NUMBER _____

CONTACT NAME _____

DELIVERY ADDRESS _____

PHONE _____

EMAIL _____

IMPORTANT - Returns from outside the European Union

If you are returning the item outside the European Union please mark on both sides of the package:

RETURNED GOODS OF UK ORIGIN

Failure to do this will result in your items returning back to you as we will not pay customs duty on our own goods.

FEEDBACK: (your feedback is really important to us so please write any relevant comments in this box)

NEW: Online Customer Satisfaction Survey! Please visit <http://tinyurl.com/LHEWBCSS1> to participate anonymously.

If you have any queries, please contact our Customer Service team who are available on +44 (0) 20 8998 9840 or email us at info@lovehairextensions.com

Customer Service Dept. is open: Monday to Friday 10am - 5pm

REFUND/EXCHANGE CODES

01 - I have changed my mind

02 - Colour Shade not correct

03 - Manufacturers Fault

04 - Wrong Item sent out

05 - I don't like this product

Please REFUND or EXCHANGE the following:

Brand	Product Code	Product Description	Length	Colour	Price Paid	Order Quantity	Quantity Returned	Refund [R] Exchange [E]	Refund/Exchange Code	Replacement Product Code	Replacement Colour	Replacement Length	Next Day Delivery Required (£6.95)
e.g. LHE	LHE/N/ALICE/CC/1	Love Hair Ponytail Alice Crocodile Clip	N/A	1	£29.95	1	1	E	02	LHE/N/ALICE/CC/	2	N/A	✓

Please use an extra sheet of paper if there is not enough room above.

PLEASE NOTE: All UK-based customers exchanged goods will be sent by Royal Mail 2nd Class Recorded Delivery which will take 3-10 working days to be delivered.

If you wish to receive your goods by NEXT DAY a charge of £6.95 is applied. NEXT DAY DELIVERY is between 9am-6pm Monday - Friday. Please tick the box if you would like NEXT DAY DELIVERY and a customer service representative will call you to arrange for the additional payment

For full Terms & Conditions go to www.lovehairextensions.com