

**Returns Form**

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| **Order No.** |  |
| **Date:** |  |
| **Customer:** |  |
| **Reason for Returning:** |  |

We offer a **28 day** refund policy. Please follow the 4 steps outlined below to return your items purchased online to Lola Lumina via post.

**Step 1**

Please complete this Returns Form enclose this Form with the goods to be returned.

If you have any questions relating to the Returns Form, please contact our Customer Services Team: info@lolalumina.com.

**Step 2**

Post the goods to be returned within 28 days of your original order date, with the Returns Form enclosed to **39 Sandgate Road, Brighton, East Sussex BN1 6JP.**

All items must be returned unused, with authentic labels and in original packaging. If goods returned are not in a re-sellable condition, we may not accept your return. Any promotional gifts received with your purchase must also be returned.

Unless the goods are faulty, you will be required to arrange and pay for the cost of returning them to us. Please ensure that you obtain a proof of postage when you do so as we do not accept responsibility for items which are lost in transit. Customers should have regard to any labelling and packaging guidelines produced by Royal Mail or any other courier used.

**Step 3**

All returned goods will be examined upon receipt. We will not provide a full refund if the goods show signs of unreasonable use. In such circumstances, we will notify you via telephone or e-mail that a reduced refund amount will be available, or you can choose to arrange for such goods to be returned to you within 28 days of our notification.

Your right to return goods does not apply to goods (i) made to your specification; or (ii) which have been clearly personalised; or (iii) which by reason of their nature cannot be returned or are liable to deteriorate or expire rapidly; or (iv) where sealed goods have been supplied which are not suitable for return due to health protection or hygiene reasons, if they become unsealed after delivery.

**Step 4**

Once we have processed your returns, our Customer Services team will contact you by telephone or e-mail. Your payment for the goods (including the initial standard delivery charge, but not the additional cost of any premium delivery option that was chosen) will be refunded by Lola Lumina as soon as possible by the original payment method, no later than 14 days after we have received the goods (provided that you have returned the goods to us within 28 working days of delivery to you or your notifying us of cancellation/returning). Please note that it can take 3 – 5 working days after we have processed a refund payment for it to appear on your credit card statement.

For further information please contact info@lolalumina.com.

The above cancellation and refund rights are in addition to your statutory rights (under the Consumer Rights Act 2015) to return goods which are damaged or faulty, or not what you originally ordered. Further details of these rights are set out in our terms and conditions for online sales.