

AQUALUXE®

AQUALUXE RETURNS POLICY

- Return your order within 14 days for a full refund (excluding postage)

- Once we have received your return, please allow 21 days for the processing of your return

- We will let you know when we receive your return and also when the refund has been processed

- We are unable to accept returns that have been marked with makeup, appear to have been worn or missing any labels

- Please obtain proof of sending to ensure the safe delivery of your parcel

NAME

ORDER DATE

ORDER NUMBER

| ITEM NO. | PRODUCT NAME | QTY | COST (£) | REASON CODE | REASON FOR RETURN |
|----------|--------------|-----|----------|-------------|--|
| | | | | | 1. Doesn't suit me 2. Looks different on website 3. Too big 4. Too small 5. Ordered more than one 6. Incorrect item 7. Faulty 8. Other – Please specify |

NEED TO RETURN AN ITEM(S)? NO PROBLEM - PLEASE FOLLOW OUR RETURNS STEPS BELOW:

- 1) Please notify orders@aqualuxe.co.uk of your return including your name, order number and item(s)
- 2) Complete the form above using the information from your delivery note/invoice received
- 3) Return your item(s) in their original packaging with all original labels still attached - we are unable to accept returns with missing labels
- 4) Use the returns label above and return post your parcel via the Post Office/your preferred courier. At present you are responsible for this cost. Please ensure you attain a proof of purchase receipt and keep this until your return has been processed

TERMS & CONDITIONS

Our returns policy does not affect your statutory rights. You can review our returns policy at <https://www.aqualuxe.co.uk/delivery-returns/> For further help please contact orders@aqualuxe.co.uk

**Aqualuxe Limited
Returns Dept.
Suite 8
31 Hyde Gardens
Eastbourne
East Sussex
BN21 4PX**

Order Number.....

