

diva outlet

PAGE		YOUR ORDER SUMMARY							
		ORDER DATE:	ORDER N°:						
QTY	PRODUCT CODE	DESCRIPTION		REFUND	EXCHANGE	REPLACEMENT SIZE	REPLACEMENT COLOUR	REASON CODE	REASON FOR REFUND OR EXCHANGE CODE
									1 - TOO BIG
									2 - TOO SMALL
									3 - TOO LONG
									4 - TOO SHORT
									5 - POOR QUALITY
									6 - STYLE DOESN'T SUIT
									7 - ARRIVED TOO LATE
									8 - NOT AS EXPECTED
									9 - UNWANTED GIFT
									10 - ITEM FAULTY
									11 - INCORRECT ITEM

DELIVERY AND RETURNS NOTE

Need to return something? Simply fill in the form and send it back to us with the item/s (in their original condition). Please follow the steps below within 28 days of receiving your delivery:

- 1 - Next to the products listed above tick whether you would like a refund or exchange.
- 2 - We are only able to exchange items where a different size/colour of the same item is requested. You can place a new order if alternative items are required, and return the original item to us for a refund.
- 3 - Please select one of the reason codes against your return. **If you have received an incorrect item please mark exchange if you still require the original item.**
- 4 - Use the pre-printed label attached to this form to attach to your parcel. Please note that this label is **not** postage paid.
- 5 - Please note that returns can take up to 21 days to get back to us. Enclose this form with your parcel and we will process within 24 hours of receipt.
- 6 - Where possible please retain a proof of postage.

For any other information regarding our returns policy, please log on to our **Help & Contact** pages, select 'Returns' and 'Returns Policy'.

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