

# Finery

Order Number	Surname	Postcode
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At Finery, customer satisfaction is our top priority. We handle each query on an individual basis to ensure that we give you the best service possible. We do hope that you are 100% delighted with your order. However, if you are not entirely satisfied with your purchases then we can happily offer you a refund.

## RETURNS

1. To return goods, please return items at any time within 28 days of receiving of your order
2. We will be happy to refund any garment providing that they are unused, with garment tags still attached and that they are packaged securely.
3. Please note we are unable to refund online purchase in our stores.
4. Please complete the table below indicating your reason for return, and enclose this document with your parcel.

PRODUCT CODE	COLOUR	SIZE	QUANTITY	REASON CODE									FURTHER COMMENTS
				1	2	3	4	5	6	7	8	9	

## REASON CODES

1.Item too big 2.Item too small 3.Item too short 4.Item too long 5.Not happy with fit 6.Item arrived damaged 7.Incorrect Item sent 8.Returning 1 of 2 sizes 9 Item not as expected

## BY POST

We offer a postal returns service via Royal Mail's website. Please visit the below website link to simply fill out your details and print off your returns label.

Finery Freepost Returns label link for UK orders: <http://www.royalmail.com/track-my-return/create/108>

More details can be found on our website [www.finerylondon.com](http://www.finerylondon.com) or please contact our customer service team via email [care@finerylondon.com](mailto:care@finerylondon.com) or phone 0207 298 2760.

**Finery Returns Address: Finery Returns, Unit 4, Haslemere Business Centre, Lincoln Way, Enfield, EN1 1DX**