

LAMODA

RETURNS FORM

ORDER NUMBER(9 digits): _____

ORDER DATE: _____

QTY	ITEM CODE	REFUND	EXCHANGE	REASON CODE

EXCHANGE FOR SIZE:

UK: _____

US: _____

EU: _____

REASON CODES:

1. Looks different to image on site
2. Incorrect item received
3. Ordered more than one size
4. Doesn't fit properly
5. Arrived too late
6. Poor quality/faulty

UK Customers:

You can send your items back for **FREE** using the RoyalMail returns label attached with this returns form

International Customers:

Unfortunately, we **DO NOT OFFER FREE INTERNATIONAL RETURNS** at the moment! Please use your own return method & send your return to:

LAMODA RETURNS

Unit 1

Sidney Street

Wolverhampton

West Midlands

WV2 4HH

PLEASE ENSURE BEFORE RETURNING THAT:

1. You have put the **ORDER NUMBER** on the top of the sheet.
2. The shoes are in **UNWORN CONDITION**.
3. The shoes are in their **ORIGINAL PACKAGING**.

If your item is faulty or incorrect, before you return anything, please make sure to get in touch with us at hello@lamoda.co.uk!

UNFORTUNATELY WE CANNOT ACCEPT:

1. **DIRTY/DAMAGED** shoes.
2. Shoes with **MISSING/DAMAGED PACKAGING**.

If your return comes back with any of these issues, unfortunately we won't be able to issue a refund or credit. Sorry!

One last thing...

All returns have to be made within 14 days of receiving your order. Due to COVID-19, we are allowing up to 10 working days from the date we receive your return in our warehouse for the return to be processed. This is to allow us to quarantine each parcel to ensure the safety of our staff.

Additionally, to help our customer service team process your refund as quickly as possible, please double check that you have put your order number on this form.

Please also keep your proof of postage receipt in case of any issues.

Love,

LAMODA XO

Contact Us: hello@lamoda.co.uk Website: www.lamoda.co.uk Instagram: @LAMODA