

LUXURY LEGS

returns form

Please note all the below information must be filled out for your refund or exchange to be processed.

ORDER REFERENCE	FULL NAME	POSTCODE	ORDER DATE
WEB			

QTY	PRODUCT CODE	REFUND <i>(Please Tick)</i>	RETURN REASON	EXCHANGE <i>(Please Tick)</i>	COMMENTS NEW SIZE/ COLOUR	RETURN CODE
						1. TOO SMALL
						2. TOO BIG
						3. POOR FIT <i>enter details in comments box</i>
						4. QUALITY NOT AS EXPECTED <i>enter details in comments box</i>
						5. ITEM DIDN'T SUIT ME
						6. FAULTY <i>enter details in comments box</i>
						7. ORDER MORE THAN ONE SIZE
						8. INCORRECT ITEM RECEIVED
						9. INCORRECT SIZE SENT
						10. OTHER <i>enter details in comments box</i>

UNITED KINGDOM RETURNS

We hope that you are delighted with every order you receive from Luxury Legs, however if for any reason you are unsatisfied with your purchase you have 28 days (14 days for sale/outlet items) from the original dispatch date to return it to us. We will send all refunds to your original payment method within 10 working days of receiving the goods.

You can return your parcel in 4 simple steps.

1. Please complete this return form and enclose with your item(s) inside the parcel.
2. Visit our online Royal Mail Returns portal via the QR Code on this returns form, or visit www.royalmail.com/track-my-return/create/3615 - Complete the fields on the returns portal with the correct information to generate your Royal Mail tracked return label.
3. Print off the Royal Mail label and attach it to the outside of your parcel, ensuring the original despatch label is covered and the packaging is secure. If you do not have access to a printer, the Post Office can print a label off for you; simply show them the QR code generated from the portal located in your email.

4. Drop your parcel off at any Post Office where you will be given a receipt. Please keep hold of your proof of returns receipt until your return has been processed and your refund received.*

**We are not liable for any returns until they are received by our returns department.*

IMPORTANT RETURNS INFORMATION

Before returning your item(s), please ensure they meet all of the criteria below. We won't be able to refund any items that are damaged or worn and if we have to return them to you we may ask you to cover the delivery costs.

RETURNS CHECKLIST

1. The item is free from any marks, stains or odours.*
2. All original product packaging is intact, with tags/labels still attached.
3. The item is in the same condition you received it in.

** For hygiene reasons please try on panties and shapewear over own underwear.*

Please note that all returns using our Royal Mail returns service will cost **£2.50** This fee will be deducted from the total refund amount.



NEED HELP?

If you have any issues with your order, please contact our customer care team at: cs@luxemode.co.uk, or call us on: 020 8731 5265

Monday to Friday 9.00am to 5.30pm
(Excluding public holidays)

LUXURY-LEGS.COM

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