

Florence Lilly

Please complete the details below and include this form within your parcel, to help us deal with your return quickly.

DELIVERY NAME & ADDRESS

Name:

Address:

Contact Number:

Email Address:

- | | |
|---------------------------|----------------------------|
| 1. Damaged or broken item | 4. Quality not as expected |
| 2. Faulty | 5. Delivered late |
| 3. Wrong item received | 6. Changed my mind |
| 7. Other (Please specify) | |

IF DAMAGED / BROKEN ITEM ON ARRIVAL OR WRONG ITEM RECEIVED
PLEASE CONTACT CUSTOMER SERVICE PRIOR TO RETURNING

YOUR COMMENTS:

Florence Lilly, Unit 7, Maurice Road Industrial Estate, Newcastle upon Tyne, NE28 6BY
Tel: 0191 4472022 Lines are open Monday to Friday 9am – 4pm
Email: florence@lilly.com
Web: www.florence@lilly.com
VAT No. 175 9250 39

ITEM CODE	DESCRIPTION	QTY	REASON CODE	REFUND	EXCHANGE	NEW ITEM CODE	DESCRIPTION	QTY

RETURNS & EXCHANGES

Thank you for shopping with Florence Lilly. If for any reason you are not delighted with your order, we will be more than happy to process a refund or exchange within 30 days of receipt. Any queries, please refer to our website or contact Customer Service.

- Complete this returns form and enclose it within your parcel, of the returned item(s). It is preferred that you use the original packaging with our name and address clearly stated.
- Drop off the parcel at your local Post Office and remember to ask for a proof of postage receipt. Unless specified, the return postage cost will need to be covered by yourself.

EXCHANGES ONLY

If the new item is cheaper, we will refund the difference. If the item costs more, we will contact you to take additional payment prior to the goods being dispatched. Please be aware that there will be an exchange postage charge of £3.95 applied to the order.