



## ONLINE EXCHANGE / REFUND FORM

If you would like to exchange or return an item please fill out the form below and send back to us along with the product/s.

<b>Name:</b>	<b>Date:</b>	<b>Order Date:</b>	<b>Order Number:</b>
.....	.....	.....	.....

Please return this form with your original proof of purchase

<b>Product:</b>	<b>Colour:</b>	<b>Length:</b>	<b>Reason Code:</b>	<b>Product Required:</b>
.....	.....	.....	.....	.....
.....	.....	.....	.....	.....
.....	.....	.....	.....	.....
.....	.....	.....	.....	.....

**Reason Code:**

- |                                 |                            |                               |
|---------------------------------|----------------------------|-------------------------------|
| 1. Looks different in real life | 2. Incorrect colour        | 3. Purchased multiple colours |
| 4. Incorrect item ordered       | 5. Incorrect item received | 6. Parcel damaged on arrival  |

Please note: You have 60 days from receipt to exchange or return an item.  
 ALL products must be unopened & in their original packaging for an exchange or return to be accepted. Any products that have been opened or tampered with will not be accepted.

- You can return products to us by post within 60 days of receipt.
- You must get proof of postage and a tracking number.
- **If this is being returned from outside the UK, please put 'RETURN Hair piece on the customs form with a declared value of \$8 and the Commodity Code 67042000 Failure to do so may incur charges being placed on your return by the postal service.**
- Hair that has been exposed to pollutants (cigarette smoke, food, perfume etc) will not be accepted.
- Returns can take 10 days to be processed.
- All parcels must be sent to: Foxy Locks Returns, 13/14 Market Place, Penzance, Cornwall, TR18 2JB, UK.