

Strawberry Lemonade boutique

Return Form (For Customer Completion)

Order Number	
Order Date	
Name	
Address	

SKU / Product No.	Order Qty	Return Qty	Return Code (see below)	Exchange Item?	Exchange Colour*	Exchange Size*
			A B C D	Y / N		
			A B C D	Y / N		
			A B C D	Y / N		
			A B C D	Y / N		
			A B C D	Y / N		
			A B C D	Y / N		
			A B C D	Y / N		
			A B C D	Y / N		
			A B C D	Y / N		

Return Reason Codes

A - Unwanted

B - Faulty

C - Wrong colour/size

D - Product is not fit for the purpose we have sold it for

Return Instructions

Complete the first table

1. Enter your order number and order date. This can be located on your receipt and in your order confirmation email.
2. Enter your name and address.

Complete the second table

1. Enter the SKU/ product code. This can be located on your receipt and in your order confirmation email.
2. Enter the quantity of the individual item you have ordered (if more than one) and then enter the quantity you wish to return.
3. Circle the correct return reason code from those listed.
4. Circle Y if you would like to exchange the item you are returning for a different size or colour.*
5. Or circle N if you are just returning the item for a refund.

Exchange Policy:

If you wish to exchange an item for a different colour or size, please specify which colour and size you require in the second table. You must return any unwanted items before we can send out a replacement. We can only replace an item for a different size or colour and not a different product.

***Exchanges are not guaranteed as all of our products are all subject to availability. If we do not sell, or if we have sold out of alternative colours and sizes, we will refund you for the returned items as per our returns policy.**

Returning the item by post

- Keep a copy of the receipt for your records and enclose the completed return form with the items you are returning.
- Label the parcel with our address which is listed below.
- Take the parcel to your nearest post office and once posted, request a clerk provides you with proof of postage.
- Please retain the proof of postage until you receive your refund or replacement item.
- You will receive a confirmation email as soon as we have processed your refund/exchange.

Return address:

Strawberry Lemonade Boutique
349 Copnor Road
Portsmouth
Hampshire
PO3 5EQ

Please Note

We will inspect items on return to determine the refund amount. All returns are subject to our returns policy.

As mentioned in our returns policy, all items should be in, or with, the original packaging and returned in the condition in which they were received.

Due to hygiene reasons, we are unable to offer a refund or exchange on jewellery for piercings or underwear unless the item is faulty or it is not how we have described it.