

ORDER DATE	ORDER NUMBER	CUSTOMER NAME



QTY	PRODUCT CODE	DESCRIPTION	PRICE	REASON CODE

REASON FOR REFUND CODE
1 - LOOKS DIFFERENT TO IMAGE ON SITE
2 - ORDERED MORE THAN ONE SIZE
3 - ARRIVED TOO LATE
4 - QUALITY / FAULTY
5 - DOESN'T FIT PROPERLY
6 - DOESN'T SUIT ME
7 - INCORRECT ITEM RECEIVED
8 - PARCEL DAMAGED ON ARRIVAL
9 - OTHER

**PLEASE NOTE: THIS IS NOT A PRE-PAID LABEL**



**Please remember to get a tracking number for your shipment**

**HOW TO RETURN YOUR ORDER WITHIN 30 DAYS OF RECEIPT:**

- Fill in this form and return this order at your closest parcel shop. Returns are for your own expense
- You can use the address label on the left
- Make sure the postage is sufficient as this is not a pre-paid label. Any postage costs due on arrival will be withheld from your refund
- This returns policy does not affect your statutory rights
- **Don't forget get a tracking number for your shipment**

Once we have received and processed the returned item, we will issue a refund within 10 working days

*Note:* if you want to exchange your order, you still have to create a return order; you need to order online the new item that you would like to receive.

**Return rules**

The following items will not be accepted and your refund will be withheld:

- Lingerie and hosiery boxes of which the hygiene seal is broken
- Damaged and incomplete items
- Worn items
- Items without tags or labels
- Discoloration by sunlight or excessive washing

You can always email or call us if you have any questions. We can be reached at [sales@xocoon.eu](mailto:sales@xocoon.eu) or on +31 (0) 24 2022 030