



www.prettypolly.co.uk

Thank you for ordering from Pretty Polly. Your satisfaction with our product is essential, therefore, in the event you wish to return a garment, please follow our returns process outlined below:

- It is recommended that you re-use the packaging used to deliver your garment or a similar sized bag.
- We do not ask for items to be sent on a tracked service but you must obtain proof of postage in case the return gets lost in transit.
- If returns are rejected because the above advice has not been followed the garment(s) will be destroyed and there will be no liability on the part of the company for refund of the cost of the goods or postage.

**Lingerie Returns**

- It is recommended that if returning part of a lingerie set, you also return the coordinating pieces so we can offer you another set in the event that your exchange size is not available.
- It is recommended that you re-use the packaging used to deliver your garment or a similar sized bag.
- Please avoid make-up or lotions coming into contact with the item. Providing the garment(s) have not been worn or washed and are returned in their original condition we will accept the return. In the interest of hygiene, we may refuse returns where this advice has not been followed.

**Hosiery Returns**

- Apart from faulty items, a return will only be accepted if the item is unworn and the pack unopened.
- We can only accept ladders as faults if they were present when you opened the packet.

**Refund**
**Exchange**

**Type of Return (please tick):**

<b>Order Number:</b>	<b>Customer Name:</b>
<b>Customer Address:</b>	

Reasons for return - please choose form the list below:

Ordered the wrong size	<input type="checkbox"/>	Didn't like the fit	<input type="checkbox"/>
Incorrect item received	<input type="checkbox"/>	Changed my mind	<input type="checkbox"/>
Damaged	<input type="checkbox"/>	Different to the image online	<input type="checkbox"/>

Other - Please specify: \_\_\_\_\_

Product	Quantity	Reason for return
<i>40 Denier 3D Opaque Tights</i>	<i>1</i>	<i>Exchange size Small/Medium for Medium/Large</i>

Please continue on the reverse if you have more items to return

Please return garments and this completed form to:

**Courtaulds Distribution Centre, Heanor Road, Loscoe, Derbyshire, United Kingdom, DE75 7JT**

For futher assistance please contact customer services by emailing [Info@prettypolly.co.uk](mailto:Info@prettypolly.co.uk) or call (0115) 9246700