

NAME: _____ ORDER NO: _____

RETURNS FORM

QUANTITY	PRODUCT	COLOUR	REASON CODE	REASON FOR RETURN
				1. NOT WHAT I EXPECTED
				2. RECEIVED INCORRECT ITEM
				3. PARCEL DAMAGED ON ARRIVAL
				4. ORDER NOT COMPLETE
				5. OTHER (PLEASE STATE)

RETURNS

You can return or exchange any items purchased through www.madeupcosmetics.co.uk, only if it is returned to us in the original condition that it was sent. You have 14 days to return the items to us from the date you receive your order. All items must be returned to us in the same condition as they were sent, all returns will be examined once we receive them. For hygiene reasons we are unable to offer refunds, replacements or exchanges on any open or used goods. Please check your items once received to ensure they are in an acceptable condition. We highly recommend that you choose to send returns back to us on a recorded delivery service, as we are not held liable for returns that go missing.

HOW TO RETURN / EXCHANGE AN ITEM

1. Please print and fill out this Returns Form including the Name of the person who placed the order and the Order Number.
2. Repack your item in its original packaging and include your completed Returns Form inside.
3. Write either EXCHANGE or REFUND outside of your package and return to our head office.
4. Please send ALL returns to:

**MADE UP COSMETICS,
33A Dean Street, Soho,
London. W1D 4PP**



We recommend you always keep a proof of postage as the returned item is your responsibility until it reaches us.

5. Once we have received your parcel we will inform you via email that your parcel has been received. We will then begin the exchange or refund process. Refunds will be credited to your account within 7 working days and will appear on your card under our company name Made Up Cosmetics. Unfortunately delivery charges are non-refundable unless the item is faulty. If you would like further assistance please email: info@madeupcosmetics.co.uk