



Customer Transaction ID: _____
 Name: _____
 Address: _____
 Town/City: _____
 Post Code: _____
 Phone: _____
 Email:- _____

RETURN AND EXCHANGE FORM AND INSTRUCTIONS

Follow these easy steps to return/exchange your purchase by post:

- Complete the form below, indicating item(s) being returned and reason code.
- If you wish to exchange your purchase, please complete the form on the lower right portion of this page. Be sure to specify the replacement item including its size, colour and price. Securely pack your goods with this form.
- Ship via Royal Mail using the pre-addressed return label below. Please be sure to obtain a Proof of Postage for your package.

If you have any questions or would like assistance with a return, please contact us by email at customer@lyttonandlily.co.uk or call us on +44 (0) 1271 372172 Monday–Saturday 10am–5pm. For our complete return policy, please visit Lytton & Lily Online at www.lyttonandlily.co.uk/page/60>Returns.

WHAT ARE YOU RETURNING?

Description	Quantity	Reason Code

ADDITIONAL INFORMATION

We will process your return as soon as possible after receipt, though it will take longer to appear on your statement. If you provided an email address, we will notify you by email when your return has been received and processed.

For Store purchases you can exchange or return your purchase to our store. The online shipping label can only be used to return items purchased via the website.

You will receive a credit to the original form of payment. When returning a gift, you will be issued a store credit. If you paid with a gift voucher, the debited amount will be returned to you as store credit.

If we're unable to make your requested exchange, we will credit your account or give you store credit for the amount of the return.

WHAT YOU WOULD LIKE IN EXCHANGE

Description	Quantity	Price £

Reason Codes

- | | | | |
|------------------------|--------------------|--------------------|--------------------------------|
| A. Broken/Damaged | E. Did not like | H. Arrived late | K. other (please detail below) |
| B. Defective | F. Quality | I. Changed my mind | |
| C. Incorrect item sent | G. Not as pictured | J. Duplicate gift | |

Total For New Items	
Shipping	
Less Refund/ Credit	
Total Payable	

METHOD OF PAYMENT (if different from original order):

Please do not send cash.

VISA Mastercard JCB AMEX
 ACCOUNT NUMBER: _____ CSV (last 3 digits on back of card) _____
 VALID FROM: _____ EXPIRY: _____
 SIGNATURE: _____ DATE: _____

Cut here

FROM: _____



RETURNS DEPARTMENT
 85 Boutport Street
 BARNSTAPLE
 Devon
 EX31 1SR
 England