

Dear Customer,

Thank you for ordering your lingerie from Berlei.

Your satisfaction with our product is essential, therefore, in the event you wish to return a garment, please follow our returns process outlined below:

1. Email us at internet.returns@berlei.com informing us of your order number and the items to be returned. This must be done within seven days following the date of delivery.
 2. Complete this form and post the garment/s back to us at the above address within 14 days of emailing us.
- 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 make sure that items are tried on over your own underwear and when trying on bras 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 process the return. In the interests of hygiene, we may refuse returns where it is obvious that this advice has not been followed.
 - It is recommended that you retain proof of postage for all returned packages.
 - If returns are rejected because the above advice has not been followed the garments 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.

Type of Return (Please Tick):

Refund

Exchange

Order Number	
Customer Name	
Customer Address	

Product	Quantity	Reason for Return / Product to be Exchanged for
<i>E.g. Running Bra (Black)</i>	<i>1</i>	<i>Exchange size 34C for 34D</i>

Please continue on the back of this form if you have more than 4 items

For further support please contact customer services on (0115) 924 6767 and **select option 2**
For the latest news, offers and full terms and conditions please visit our website at www.berlei.com