

RETURNS FORM



If for any reason you would like to return or exchange your purchase, please follow the steps below:

All goods must be returned within 7 days of receipt.

All items must be returned in a new unworn condition with their original tags still attached. Shoes must be returned unworn in their original box with any tags still attached. Elias & Grace will not accept returns of non-faulty items that have been worn, used and/or garment tags removed. In such cases, the item will be returned at a cost to the customer.

1. Fill out this form, ensuring you complete all fields in **BLOCK CAPITALS**.

2. Wrap your item securely in its original packaging and place in the free returns envelope. If you did not choose our free returns option please use your own packaging. Make sure you enclose this form to ensure we can process your return swiftly and accurately.

3. Make sure the package is clearly labelled with our returns address:

Elias & Grace Returns, 158 Regents Park Road, London, NW1 8XN

4. Take your item to the post office. You must receive and retain a validated certificate of postage as Elias & Grace cannot be held responsible for any lost or damaged items.

5. You will receive a full refund within 28 days minus original postage & package costs.

Name

Address

Email

Phone

Order No.

Date of Purchase

Product Purchase

Product Name & Code	Quantity	Size	Reason for Return

Exchanges

If you would like to exchange your purchase for another item please indicate below. Exchanges are only available whilst stocks last.

Please exchange my item for:

Product Name & Code	Quantity	Size	
			<p>IMPORTANT</p> <p>If you would like to exchange for a more expensive item, the additional payment will be debited from your account.</p>

If you have any questions please email us at customercare@eliasandgrace.com or call us on **+44 20 7449 0574**