

RETURNS & EXCHANGES

**Please print, complete, and return this document with your item(s)*

We hope you will be completely satisfied with any product purchased from our store. However, if you wish to return an item to us, we aim to make the process as quick and convenient as possible.

Please follow the instructions listed below:

All products (excluding sale items) are protected by a **14 Day Money-Back Guarantee** which, in accordance with the distance selling regulations, you are guaranteed a full refund for the product or product exchange if the item is returned to our warehouse (MyShowroom) within 14 days of receiving the order.

Please note that, as per our terms & conditions, all refunds exclude delivery charges – **delivery charges are non-refundable.**

In addition to the above, we will at all times adhere to your statutory rights.

All items must be returned within 14 days of receipt.

- 1) Please complete the Return Details section, outlining your reason for the return and send this completed form, with your parcel to : C/O MyShowroom, Unit 18 Northwest Centre, Ballycoolin Road, Blanchardstown, Dublin 15, Ireland.
- 2) For your convenience the bag your item(s) was delivered in can be reused to return the item(s) back to us.
- 3) You must ensure that the item(s) being returned are in their original condition, unworn, with the original price tickets and tags attached.

DO NOT REMOVE TAGS UNTIL YOU ARE COMPLETELY SATISFIED.

- 4) Please use a recognised, traceable postal/parcel service to return any item(s) to us, as we cannot accept responsibility for goods until they are received back at our distribution centre. Proof of return may be required.
- 5) We can also provide an exchange where requested; please fill in the form below stating clearly the size/colour and reference of your chosen exchange. There are no additional charges for exchanges (e.g. you will not be charged for delivery again). Should your exchange item not be available, we will automatically process a refund and you will be notified by email.

Note: All returned parcels are checked by our quality control team and any item that is **soiled or damaged** (including excessive odour of perfume or smoke) will not be refunded. Any returned items will be re-sent back to the original delivery address.

Important: We will not refund lost parcels unless you can produce the proof of postage. The items ordered are yours until we receive them so please keep your proof of postage in a safe place until your account has been credited with your return.

All items must be returned to us unused and in as new condition with all packaging and labels intact, an item without its original tags will be deemed to be soiled.

All items properly returned under this policy are eligible for a refund. If you choose a refund, the full purchase price (excluding delivery) will be credited to the original form of payment used.

Please allow 10 business days from receipt of your return to our distribution centre to the credit re-appearing in your account.

RETURN DETAILS

Order No. / Tracking No.	Item Code	QTY	Reason for return	Return Code

Please enter one of the following numbers for return code:

1 = size, 2 = poor quality, 3 = style doesn't suit, 4 = arrival too late, 5 = wrong item, 6 = faulty, 7 = unwanted gift.

EXCHANGE REQUEST

Item Code	QTY	SIZE	Colour	Details

ANY ADDITIONAL COMMENTS

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