

# RETURNS FORM

ORDER NUMBER:	ORDER DATE:
NAME:	TEL NO:
ADDRESS:	
EMAIL:	

PLEASE FILL OUT THE LIST BELOW

ITEM	QUANTITY	EXCHANGE	REFUND	REASON CODE

EXCHANGE DETAILS	STYLE	COLOUR	LENGTH

## REASONS FOR RETURN

- 1 - FAULTY
- 2 - ARRIVED TOO LATE
- 3 - COLOUR LOOKS DIFFERENT FROM WEBSITE
- 4 - PARCEL DAMAGED ON ARRIVAL
- 5 - RECIEVED WRONG ITEM
- 6 - ORDERED WRONG ITEM
- 7 - UNSUITABLE FOR HAIR TYPE

PLEASE FOLLOW THESE STEPS AND RETURN YOUR ORDER WITHIN 14 DAYS OF RECEIPT

- 1) Ensure the hygiene void sticker has not been opened & the hair extensions have not been removed from the card.
- 2) Fill out your returns form and enclose this in the returns package
- 3) Return the package to: Rock Envy HQ, Unit 2 Crane Court, Tregenna Lane, Camborne TR14 7QT, United Kingdom
- 4) If a customs declaration form is required please write ' RETURN GOODS/NO SALE. Please put value as 0.00

The package must be returned within the specified 14 day return period. Returns received over 20 days later than the item was received by the customer will not be accepted, this is at the discretion of the customer service team.

Please note that returns sent without the original order number will not be accepted.