

Ennia Lingerie USA



EUROPEAN FASHION DYNAMICS LTD
Trading as ENNIA USA

Ennia UK
'The Lindens'
High Street
Maresfield
Nr. Uckfield
East Sussex
TN22 2EH ENGLAND

Ph: 1800 518 9210 (USA free phone)

(please note we are on UK TIME ZONE GMT.)

www.ennialingerie.com

Return Authorisation Form

HAVE YOU OBTAINED A RETURNS AUTHORISATION NUMBER ?? IF NOT THEN EMAIL US TO OBTAIN THIS, FAILURE TO DO THIS WILL INVALIDATE YOUR RETURN

If you not satisfied with your purchase please fill in this form which should accompany the goods. Please remember that all garments that are returned should be unworn / unwashed merchandise with all tags attached. The terms and conditions of acceptance of returns are as follows and the detail provided below is extracted from our Customer Service page at:
http://www.ennialingerie.com/site/CustomerServices.aspx?page=refunds_returns we request that you read these terms and conditions to check if your item(s) are eligible for return/exchange or a refund.

Refunds and Returns Policy

REFUNDS

We will accept returns based on terms and conditions as set out below. Please note we do not offer cash refunds.

PRODUCT RETURNS

The postage costs for all returned goods (within 7 days of delivery) will be credited to your credit card when we have receipt of the returned goods subject to our terms and conditions for returns. This only applies to orders of US\$200 or more, otherwise the costs will be borne by the sender.

Faulty Goods and Wrong Sizes - Items can be exchanged if the goods are faulty goods or if they are the wrong size and a credit can be given.

All returned items must be in perfect original condition, unworn and with the labels still attached.

Return of goods (Not for Faulty Goods) will only be considered if unused and returned in the original packaging. Ennia Lingerie UK reserves the right to refuse any Return if in the opinion of the supplier the goods have been used, items must not be soiled or washed in any way. **PLEASE NOTE:** Removal of any garment labels is deemed acceptance of the goods.

ALL Returns must be accompanied by the Original Order Number to be considered for exchange or credit and posted to the address on the order confirmation form:

PLEASE FILL OUT THE FORM ON THE NEXT PAGE



Transaction ID: _____

Date: _____

Full Name: _____

Address 1: _____

Address 2: _____

Suburb/County _____

Post Code: _____

Country: _____

Email Address: _____

Phone No: _____

REASON FOR RETURN (Please indicate one from the list)

- 1) _____ I received a faulty item
- 2) _____ I received the wrong item or size
- 3) _____ I received the wrong colour
- 4) _____ I don't like the product you sent / I changed my mind

To ensure quick processing of your returns please make sure all above fields are filled out correctly.

Item ID No	Item Description	Comments

ALL ITEMS MUST BE RETURNED TO THE ADDRESS ABOVE:

EUROPEAN FASHION DYNAMICS LTD Trading as ENNIA USA

Web: www.ennialingerie.com Email: customercare@ennialingerie.com