

Returns Form

Order ID:
Issue Date:
Name:
Email:
Address:

For Customer:

Item Code	Item Name	Colour	Qty	Return Code	Notes
				Total	

**Reason Return Codes: A: Unwanted B: Faulty C: Too Big D: Too Small E: Duplicate Order
 F: Wrong Size G: Other**

Other reason: _____

Returns

We accept returns within 14 days following the receipt of your delivery.

Please fill in this online form and return it to us via email to: info@modessaonline.co.uk with the subject titled 'RETURN'.

Any items returned must be unworn, unwashed and in a perfect resalable condition with the original packaging.

This includes:

- Swing tag
- Polythene bag

Each garment has a red warning triangle affixed. If this has been removed we cannot accept a return. (This does not affect your statutory rights).

We cannot accept returns that have been torn, soiled or damaged due to incorrect wash care or use.

If you have any further queries do not hesitate to contact us:

Customer Service

Email: info@modessaonline.co.uk

Telephone: UK +44 (0)1274 023408

Please post your returns to:

Modessa Limited
Unit 21 Viaduct Street
Huddersfield
West Yorkshire
England
HD1 6AJ

PLEASE NOTE: We do not accept exchanges.

Returns should be processed within 10 working days, this could take longer depending on busy periods. We will endeavour to process refunds as soon as possible.

Once processed it may take up to 10 working days for the funds to appear in your account.

Postage for all returned items must be paid for by the customer.

We recommend using a form of recorded delivery (if based in the UK) to return your items to us as we cannot accept any responsibility for items lost or damaged in transit.

Please retain proof of postage until you have your refund.

Any fees which MODESSA shall incur by returning items which do not qualify for a refund (please see criteria above) to the sender must be settled prior to any further action being taken. The fees to action this will depend on the location of the customer and will be confirmed by our team prior to any goods being sent. This will either be done by deducting the the return postage fee from any eligible refund money due or an additional payment can be made. Our team will communicate with you via email regarding this.

Further Information- International Returns

If you are returning goods to us from outside of the EU, you must complete customers declaration.

Please clearly state that the package contains '**RETURNED GOODS**'.

If your parcel is stopped at UK Customs and a charge is levied we will refuse payment and the package will be returned to sender.

Under no circumstances can MODESSA pay customs duty in order to receive back our items.

PLEASE NOTE: Some couriers may charge an administration handling fee for returning goods. Under no circumstances can MODESSA pay such fees. This will be deducted from the refund amount requested.

Faulty Items

Please return the item to us within 30 days of finding the fault.

Please email us prior to returning the item at info@modessaonline.co.uk with customer reference number, details of the fault, images and your contact details. A member of our team will then look into the issue.

Postage costs from the initial purchase will not be refunded unless there are proven instances of a severe manufacturing defect or as a result of fault on the part of MODESSA.

In the case of a company error or manufacturing, MODESSA will reimburse the return shipping costs if it has been authorised. For UK customers we will only cover the cost of an economy shipping service (not exceeding £5). For international customers MODESSA will only reimburse the return shipping fee for an economy service up to the value of the initial shipping fee. If the total credit due exceeds the amount initially paid by the customer, a store credit will be issued.

PLEASE NOTE: Do not use faulty items after finding the fault or this may affect your refund.

We reserve the right to refuse refunds should the above mentioned procedures have not been followed.