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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | | **Order #**  **Date:**  **Name:**  **Email:** | | | **We value you as a customer, please read our**  **policy below.** | | |
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| **Returns note:** |  | **Item name:** | | **Colour:** | **Reason:** | **Reasons:**  01 Incorrect item 05 Other  02 Not like picture \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  03 Damaged/Faulty \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  04 Quality not as expected \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | |
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|  | |  |  | **Returns policy**  -You have 14 calendar days to return  an item from the date you received it.  -To be eligible for a return, your item must be unused  and in the same condition that you received it.  -Your item must be in the original packaging.  -Your item needs to have the receipt or proof of  purchase.  -The customer is responsible for postage/shipping  charges. | | |
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|  | |  |  | **The following items are excluded and cannot be**  **returned:**  -Items marked SALE  -Makeup/Cosmetics  -Worn items  -Pierced jewellery  -Underwear and swimwear can only be returned if the hygiene seal has not been removed | | |
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| Received a faulty item? Please send all evidence (images) to zubilondon@gmail.com | | | | | | | | |
| **Returns address:**  Zubi London  53 Fairbanks Road  London  N17 9JL  UK | | | |  |  |  |  |  |
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| If you still have questions, please see  [www.zubilondon.co.uk/delivery-terms](https://www.zubilondon.co.uk/delivery-terms) | | | | |
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