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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 Other02 Not like picture \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_03 Damaged/Faulty \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_04 Quality not as expected \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  |
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|  |  |  | **Returns policy**-You have 14 calendar days to returnan item from the date you received it.-To be eligible for a return, your item must be unusedand 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 ofpurchase.-The customer is responsible for postage/shippingcharges. |
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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 London53 Fairbanks RoadLondonN17 9JLUK |  |  |  |  |  |
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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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