

Returns Form

OLIVER BONAS

Customer Name	
Email Address & Contact number	
Order/ store Receipt Number	

Please attach original receipt with your return

Product SKU code	Description	Size	QTY Returned	Total Price	Return Code

Return Code Reasons

1. Ordered multiple size
2. Too Big
3. Too Small
4. Doesn't suit me
5. Quality not as expected
6. Looks different to Website
7. Didn't arrive in time
8. Incorrect item received
9. Item faulty
10. Change of mind
11. Arrived damaged

Returns Policy

We hope you're happy with your Oliver Bonas purchase. If you decide it's not quite right for you, you can return most items to us within 30 days of purchase or receiving your order, whichever is later, providing they are in their original condition and packaging.

Returns of earrings, cosmetics, intimate products, face masks and hand sanitisers will only be accepted if they have their tamper proof seals intact.

You will receive a confirmation email when we process your refund. We recommend waiting at least 10 days from the date you send it back to us before getting in touch.

Details of our full returns policy can be found at: oliverbonas.com/returns-and-refunds.

Free UK Returns by Post

- Ensure you retain your free proof of postage until we have confirmed your refund has been processed.
- Ensure you have filled out your order number or receipt number and date on the form above to ensure that we can identify your order.
- Ensure your contact details are on the form so we can get in touch if we need to.
- Fill in the boxes regarding your item and reason code against your order.
- Ensure you enclose this form with your parcel, along with the original receipt.

Visit our website Help Centre for details on how to return the parcel to us.