

Return Form

Order Date	Order Number

OLIVER BONAS

RCode	Description	Size	QTY Returned	Total Price	Reason code
xxxxxx					

Return Codes

- 1 - Ordered multiple sizes
- 2 - Too big
- 3 - Too small
- 4 - Right size, fit not as expected
- 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

Delivery and returns note

We hope you are happy with your purchase, it's easy to return it to us if you've changed your mind.

If you change your mind item(s) must be returned in a fully resalable condition, unused and in the original packaging within 30 days of receiving your order. We accept returns of jewellery, cosmetics and hair accessories but they must have their tamper proof seals intact.

You will receive a confirmation email when we process your refund. This will be within one week of us receiving your return.

Returns by post

- Please follow the steps:
- Ensure you fill in your order number and date on the form above so we can identify your order
  - Fill in your item details and select a reason code against your return
  - Use the pre-printed label enclosed and secure it to your parcel. Note this not a prepaid postage label
  - Ensure you enclose this form with your parcel
  - Retain proof of postage until we have confirmed your refund has been processed

Oliver Bonas  
Website Returns  
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RETURNED GOODS

PLEASE NOTE: THIS IS NOT A PRE-PAID LABEL