



We hope that you are happy with everything that you have bought but sadly sometimes it doesn't work out and for those occasions please read the information below.

Returns

You can return your order for any reason for a full refund or exchange at any time within 14 days of receipt. All we ask is that the item is in its original condition and has not been used, worn, washed or altered and has all its original packaging and all labels intact. In the interests of hygiene we do not offer refunds on pierced jewellery unless of course they are faulty in some way. Briefs/thongs/swimwear etc must be tried on over your own underwear. Where it is apparent that this has not been done we reserve the right to refuse returned items.

We will also refund the delivery charges if you are an EU customer cancelling your purchase within the 7 day cooling off period unless it was sent to you with other items which you are not returning.. These conditions do not affect your statutory rights.

Faulty Items

If we have made an error with your order or sent you faulty items then we will put this right by either replacing the item or offering a full refund including the delivery charges unless it was sent to you with other items which you are not returning.

Legal Statement on Returns

Returning any item within 14 days will be taken as notice of cancellation of your order (or relevant part of your order). Goods are provided to you on approval and legal title to the goods will not pass to you until the 14 day post-delivery period has expired. On receipt of the returned goods, Lilac Rose will give you a full refund of the amount paid for the goods (but not the postage) or an exchange as required. You must, however, return the goods to Lilac Rose on cancellation in order to receive a full refund or exchange. When returning goods on which you have received a discount/offer, that discount/offer will no longer apply if you fall below the discount/offer threshold and the refund will be adjusted accordingly.

How to Return or Exchange

1. Use the Returns form attached stating whether you would like a refund or an exchange
2. Attach the label provided to the parcel.
3. We recommend that you send returns by recorded post and retain proof of postage. Goods are returned at your own expense. Please ensure you have insurance cover as Lilac Rose cannot accept liability for goods lost/damaged in transport.
4. We will write to confirm your return has been processed. You will receive your refund credit or exchange order (when in stock) within 28 days after you post the goods back to us.
5. Where goods are purchased as presents then any refund can only be given to the original payer.

www.lilacrose.co.uk

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