

RETURN FORM

Should you wish to return one or more items of your order, we invite you to fill in the form below and return it with your item/s within 7 working days from delivery.

Order Number: HK

Name (Same as your order):

Email address:

Telephone:

Item reference (This can be found near the bar code and starts with ref:)	Description/Name of Product	Returned quantity	Return reason code*	Add details here for the return	Tick here for item to be replaced**
<i>e.g PHILO100V1</i>	<i>Philosykos 100ml EDT</i>	<i>1</i>	<i>7</i>	<i>I have already received this item as a gift</i>	

*For each item listed above, select one of the return reason codes below:

1. I ordered this item by mistake
2. I received an incorrect item
3. The item was delivered broken or damaged
4. The item does not suit me
5. The item is faulty
6. My order was delivered too late
7. Other (add details)

For return reason codes **2, 3 & 5, you can choose to receive a replacement item of the same reference you have ordered. If this box is not ticked, we will proceed to refund the item/s indicated above.

- As a consumer you may, cancel your order within 7 working days from delivery and obtain a refund. Please fill in the form above and return it with your item/s.
- Please note that for hygiene and safety reasons, all items must be returned unused, with authentic labels and in their original packaging.
- If you wish to exchange an item for another reference, we kindly invite you to place a new order and return the item to be refunded.
- If you wish to return an electric item or an item with warranty, please contact our Customer Care team before returning.
- The return parcel may take up to 5-7 days to be picked up by our courier partner, Kerry Express. Your request will be processed within 2 working days of receipt. Processing your return may take longer if this form is not enclosed in the returned parcel.
- Pack the returning goods in the original parcel enclosed the printed copy of the completed Return & Refund Form.
- This returns policy does not affect your statutory rights. you need assistance, we invite you to go to our website diptyqueparis.com, in the Delivery & Returns section.