

Order Number

Name

Order Date

Returns Authorisation Number

Barcode / Product Name	Qty	Price	Size	Refund / Exchange	New Size	Choose Return / Exchange Reasons
				<input type="checkbox"/> <input type="checkbox"/>		1 2 3 4 5 6 7 8 9
				<input type="checkbox"/> <input type="checkbox"/>		1 2 3 4 5 6 7 8 9
				<input type="checkbox"/> <input type="checkbox"/>		1 2 3 4 5 6 7 8 9
				<input type="checkbox"/> <input type="checkbox"/>		1 2 3 4 5 6 7 8 9
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				<input type="checkbox"/> <input type="checkbox"/>		1 2 3 4 5 6 7 8 9
				<input type="checkbox"/> <input type="checkbox"/>		1 2 3 4 5 6 7 8 9
				<input type="checkbox"/> <input type="checkbox"/>		1 2 3 4 5 6 7 8 9
				<input type="checkbox"/> <input type="checkbox"/>		1 2 3 4 5 6 7 8 9

Total price for refund

Return / Exchange Reasons

- | | |
|--------------------------------------|-----------------------------|
| 1 - Don't suit me | 5 - Arrived too late |
| 2 - Looks different to image on site | 6 - Received incorrect item |
| 3 - Poor quality / faulty | 7 - Unwanted gift |
| 4 - Ordered more than one size | 8 - Ordered incorrect size |

9 - Other (Please comment)

Please return to the bellow address

Etre Cecile Returns	Feltham
C/O Salvino Del Bene	TW14 0RB
510 River Gardens	
North Feltham Trading Estate	United Kingdom

Returns Procedure and Policy

Should you wish to return your purchase, please ensure your items meet the following conditions:

- Are returned within 14 days of delivery
- Are in original, unused, unaltered and unwashed condition
- Are returned with all original tags and packaging attached

Please follow the below steps when returning your purchase within the UK:

1. Email returns@etrececile.com with your order number, items to return, and reason for return to obtain a Return Authorisation Code
2. Fill in the Returns Form and include it in parcel
3. Use the DHL return label located in your parcel
4. Book your free collection online or over the phone. For the UK, call 0844 248 0844 or visit dhl.com and select your country to find the relevant telephone number. Quote Etre Cecile's account number found in the returns form for free returns

Please note to leave the parcel open for the driver to check that there are no non-negotiable items in the package. Please note that original shipping fees are non-refundable.

Please follow the below steps when returning your purchase internationally:

1. Email returns@etrececile.com with your order number, items to return, and reason for return to obtain a Return Authorisation Code
2. Fill in the Returns Form and include it in parcel
3. Organize your return to the below address. Please be sure to send via a trusted courier as we do not insure against loss. **IMPORTANT:** the return label must be marked as a "Return of Goods" for any customs documentation.

Etre Cecile Returns, c/o Savino Del Bene
610 River Gardens, North Feltham Trading Estate
Feltham, TW14 0RB, United Kingdom

Please note that original shipping fees are non-refundable.

A refund will be issued back to your original payment method within 30 days of receiving your return. You will be emailed a refund confirmation once your refund is processed.

Exchange Policy

We are able to offer complimentary exchange for UK-based customers. Please follow the exchange procedure paperwork found in the package when requesting a return. You can also exchange online orders in our flagship London store. Unfortunately, we do not offer free exchange on international orders.

Faulty Goods

Etre Cecile takes every care to avoid faulty stock; including highly trusted and considered manufacture in Portugal and Italy. Nonetheless, should you receive a faulty item, you are entitled to a full refund, including delivery costs. Goods are treated as faulty if they are received damaged or where a manufacturing fault has occurred. We can also offer repair where appropriate, and exchange, subject to availability. Please follow the return instructions as outlined above for returns and exchanges, and contact customer care regarding repairs. For further clarification, please contact customer care at bonjour@etrececile.com.