

# RETURNS FORM



**PLEASE COMPLETE THIS FORM** to prevent any delay in processing your refund/replacement.

**YOUR SALES ORDER NUMBER: SO -**

Dear Lombok Customer,

We want you to love our products as much as we do, therefore we make every effort to ensure that your items arrive in the best condition. We also understand that this doesn't always occur, so we must ask that should you wish to return your items, please ensure that the following actions are adhered to:

- 1. ALL ITEM being returned are in original box including packaging (if disposed, securely packaged)**
- 2. PROOF OF POSTAGE receipt is kept until refund/replacement is made**
- 3. RETURNS FORM is fully completed (see below table)**

PRODUCT CODE	QUANTITY	TOTAL PRICE	RETURN CODE*	REFUND OR REPLACEMENT?

\*if item is damaged, please email a photo and brief description of damage to: [customercare@lombok.co.uk](mailto:customercare@lombok.co.uk)

- |   |                      |    |                              |
|---|----------------------|----|------------------------------|
| 1 | Change Of Mind       | 22 | Wrong Size                   |
| 3 | Wrong Item Delivered | 43 | Different to Online Photos   |
| 6 | Broken               | 58 | Other (please specify below) |

Any Additional Information:
-----------------------------

**PLEASE NOTE** all returns must be within 14 days of receiving your goods via any of these methods:

- FREE OF CHARGE drop off to our store: 204-208 Tottenham Court Road, London, W1T 7PL
- OUR DESIGNATED THIRD PARTY COURIER will collect on a day of your convenience to an allocated time window (£10 collection charge applies)

**Refunds** – please allow up to 14 working days (from receipt of returned items) for your refund to be returned to the account that was used for payment.

**Replacements** – please allow 3-5 working days (from receipt of returned items) for our Customer Care Team to contact you regarding your options.

**Web Customer Care Team | Telephone: 0207 736 5171 (option 2) | Email: [customercare@lombok.co.uk](mailto:customercare@lombok.co.uk)**