



## RETURN &amp; EXCHANGE FORM

\* See reverse side for return & exchange instructions

Name: \_\_\_\_\_

Email:

Address:

Contact Number:

Order Number:

RMA Number:

ITEM	COLOR	SIZE	PRICE	EXCHANGE	REFUND	REASON CODE (Required - see below)

ADDITIONAL COMMENTS

[illegible]

### RETURN REASON CODES

- Fit & Sizing -

## Too Big

A - Overall Size

B - Bust/Chest

C - Waist

D - Hip/Seat

E - Length

**Too Small**

F - Overall Size

G - Bust/Chest

H - Waist

1 + Hip/Seat

J - Length

## Quality

K - Defective Material

L - Defective Stitching

M - Marked or Soiled

### N - Cleaning & Care Problems

O - Did Not Match Coordinating Item

## Merchandise/Style

P - Did Not Like Fabric

Q - Did Not Like Color

R - Did Not Like Style

## Other

S - Ordered Wrong Item

T - Changed My Mind

### Service

U - Not as

Described/Pictured

V - Wrong Item Sent

W - Damaged in Shipping

X - Arrived Late



## LILYSILK's Exchange & Return Policy

We are confident with our products, and we are sure you would be delighted with your purchase, but if not, simply contact us within 30 days of the purchase date to let us know about your decision.

### Exchange or Return

We offer a 30-day easy RETURN & EXCHANGE policy on most of our items. Please note that satisfaction guarantee is only valid when the products returned are **unworn, unwashed, undamaged with all original tags attached** and it is returned within 30 days of the purchase date.

We do not accept return and exchange requests for items on **clearance, silk lingerie, customized or monogrammed items** unless the reason for such requests is related to the manufacturer's defects/ misdelivery of order.

### Process

To request a Return Merchandise Authorization (RMA) for an order, please email customer service at [support@lilysilk.zendesk.com](mailto:support@lilysilk.zendesk.com). Once we receive the returned products and confirm the condition, we will process your exchange/return immediately.

If you return an item for an exchange, your replacement will be dispatched as soon as possible, usually within 3 to 5 business days. If you requested returns, refunds are processed within 3 business days of receiving the returned item(s).

### Postage

In the case that you are returning/exchanging due to a manufacturer's defect, or if you did not receive correct items you ordered, simply send an email immediately to [support@lilysilk.zendesk.com](mailto:support@lilysilk.zendesk.com) and we will process an exchange or return for you and will also compensate your return postage after we have received the returned item.

In the case that you are returning/exchanging due to reasons unrelated to manufacturer's defects and/or incorrect items, please note that you will be responsible for return postage costs. For such returns, we suggest that you use Recorded Delivery and/or Proof of Posting in order to avoid potential disputes, as we do not accept any responsibility for items lost or damaged during its return transit.