



# RETURN / EXCHANGE FORM

Date: \_\_\_\_\_ Invoice No: \_\_\_\_\_ Membership No: \_\_\_\_\_ Total Bill Amount: \_\_\_\_\_  
 Name: \_\_\_\_\_ Surname: \_\_\_\_\_ Email: \_\_\_\_\_  
 Address: \_\_\_\_\_ Postcode: \_\_\_\_\_  
 Home Tel: \_\_\_\_\_ Mobile Tel: \_\_\_\_\_

Please list all items you are returning below.

No	Item Name	Colour	Size	Qty	Price	Tick Preferred Option	Reason For Return
1						<input type="checkbox"/> Refund <input type="checkbox"/> Exchange	
2						<input type="checkbox"/> Refund <input type="checkbox"/> Exchange	
3						<input type="checkbox"/> Refund <input type="checkbox"/> Exchange	
4						<input type="checkbox"/> Refund <input type="checkbox"/> Exchange	
5						<input type="checkbox"/> Refund <input type="checkbox"/> Exchange	
6						<input type="checkbox"/> Refund <input type="checkbox"/> Exchange	
Total Exchange Amount							
Total Refund Amount							

Please list all required exchange items in the box below.

No	Item Name	Colour	Size	Qty	Price
1					
2					
3					
4					
5					
6					
<b>Sub - Total</b>					<b>£</b>
<b>P&amp;P</b>					<b>£4.50</b>
<b>Total</b>					<b>£</b>

## RETURNS POLICY

Please ensure all fields are completed in full, in case of incomplete or wrong details, Diya will not be held responsible for any delay. If you are returning/exchanging more than 6 items you can download another form from our website [www.diyaonline.com](http://www.diyaonline.com).

**RETURNS POLICY** If an item is unsuitable it can be returned for an exchange/refund only. Please ensure the goods are returned unworn/unwashed within 12 days of receipt. All costs of returning the goods will be incurred by the customer, and a delivery charge of £4.50 will be payable on exchange orders dispatched from the warehouse. **We cannot exchange pierced jewellery or hair accessories due to hygiene reasons.** All exchanges are subject to availability.

**SALE RETURNS POLICY** Items purchased on sale can be returned for an exchange only. Terms and Conditions noted above and on our website still apply. This does not affect your statutory rights.

## PAYMENT DETAILS

I wish to pay by **Postal Order**, the sum of £ \_\_\_\_\_

Postal Order Ref:

I wish to pay by **Credit/Debit Card**, please debit the sum of £ \_\_\_\_\_

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

Card Type: \_\_\_\_\_

Card No:

Valid:   /   Expiry:   /   Security Code:

Issue No:   (If applicable)

Registered Card Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## RETURN ADDRESS

Returns up to 1kg should be sent  
**2<sup>nd</sup> Class Recorded Delivery**, thereafter  
1<sup>st</sup> Class Recorded Delivery

### Diya by RFL

Returns Dept

PO Box 2455

Leagrave

LU3 1YX

PHONE: 0207 0434 825

EMAIL: [info@ranifashions.com](mailto:info@ranifashions.com)

## ADMIN USE ONLY

DATE: \_\_\_\_\_

TYPE: \_\_\_\_\_

COST: \_\_\_\_\_