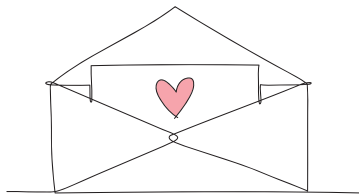


KATIE LOXTON

L O N D O N

OPEN ME

IMPORTANT DOCUMENTS INSIDE!



THANK YOU FOR SHOPPING WITH US

WE HOPE YOU LOVE YOUR NEW GOODIES!

“LIFE IS FOR CELEBRATING...

AND SURPRISING LOVED ONES WITH THE PERFECT GOODIES!”

EXCHANGE AND RETURN POLICY

We will happily offer an exchange or refund. Simply notify us of your intention to return an item within 14 days of receiving your order by completing the form on the Royal Mail portal or by contacting our customer services team. You then have 14 days to return the item(s) to us. This includes all orders placed during our sale.

Items purchased online must be returned to us directly and cannot be exchanged or refunded in any Katie Loxton stockists. Katie Loxton items purchased in one of our stockists must be returned to the store where it was purchased. Proof of purchase is required.

Katie Loxton items purchased online must be returned to us in perfect condition and must be unused. All items must be returned to us in the original packaging for us to process an exchange or refund.

Your return must include a completed exchange/returns form and original paperwork to help us process the return quickly and efficiently.

For gift returns or exchanges please ensure the name of the purchaser is quoted in all correspondences. Failure to do so will result in delays processing the return. Katie Loxton cannot accept responsibility for items returned to us outside of this policy.

Please note – you only need to return the item(s) that you wish to exchange or return.

PERSONALISED PRODUCTS

(INCLUDING SUNGLASSES WITH MONOGRAMMED CASES)

With monogramming and embroidery products, as well as personalised bracelets, due to the bespoke nature of these products, they cannot be returned or exchanged unless faulty.

INTERNATIONAL EXCHANGES/RETURNS

For information on returning items from outside of the UK, please visit: katieloxton.com/exchanges-returns
International customs duties and sales taxes are non-refundable.

RETURNING FAULTY ITEMS

Firstly, we are sorry that you may have received a faulty item. If you believe that your item is faulty please submit a clear image of the item with an explanation of the fault, plus proof of purchase via our help centre at help.katieloxton.com for review within 14 days of receipt of goods. You then have an additional 14 days to send the item back to us (if required). Once we have confirmed the item is faulty a new item will be sent to you free of charge or we can process a full refund if requested. Faulty items will only be accepted within 28 days if the goods are delivered to a customer damaged or if there is a subsequent manufacturing fault within a period of 12 months after delivery. Any items displaying damage deemed to be a result of fair wear and tear will not be accepted as faulty. Your statutory rights are not affected.

PROCESSING YOUR REFUND

Valid refunds will be approved within 10 days of the receipt of goods into our warehouse. We will refund the credit or debit card of the person who originally placed and paid for the order. Once approved, we aim to refund within 5-10 working days.

PROCESSING YOUR EXCHANGE

Subject to stock availability we will exchange eligible items that are returned to us within 14 days. In cases where we are unable to provide an exchange, we will first offer a refund. The new item will be delivered to you once we have received the returned item and it has undergone a quality control check.

FREE UK RETURNS

SIMPLY FILL IN THIS FORM AND SEND YOUR ITEM(S) BACK TO US FOR FREE THROUGH YOUR LOCAL POST OFFICE BRANCH. TO CREATE YOUR FREE RETURNS LABEL VISIT:

KATIELOXTON.COM/EXCHANGE-RETURNS

NAME	ORDER NUMBER	DATE

PRODUCT NUMBER	DESCRIPTION OF GOODS	QTY	REASON NUMBERS	EXCHANGE	REFUND	REASON FOR RETURN

REASONS FOR RETURN:

1. FAULTY 2. LOOKS DIFFERENT IMAGE 3. DOESN'T SUIT ME 4. INCORRECT ITEM RECEIVED

CUSTOMER CARE

HAVE ANY QUESTIONS? VISIT OUR HELP CENTRE:

HELP.KATIELOXTON.COM

**DISCOVER MORE OF THE THINGS YOU
LOVE THIS SEASON AT KATIELOXTON.COM**

@KATIELOXTON | #KATIELOXTON

