Customer Returns Form

Date Sent:

Customer Name:

Contact Number:

Order Number:

Item(s):

Exchange ☐ Return ☐

Comments

☐ Does Not Suit
☐ Incorrect Item
☐ Unwanted Gift
☐ Faulty
☐ Arrived Too Late
☐ Colour Not As Expected
☐ Other (please leave comment below)

Return Address:
1 The Old Stables, Temple Grove, Herons Ghyll, East Sussex TN22 4BY, United Kingdom

Please Note:

For refunds and exchanges you must notify us by email yas@yaseminadam.com or by calling +44 (0) 7383 566952 within 12 days of receiving you order. Goods must then be returned unused with original packaging within 30 days of your delivery. Once the goods have been accepted back into stock, we will issue you with your exchange or refund. Returns can take up to 10 working days to be processed and some further time for the refund to appear back on your original method of payment. Goods must be returned in the manner that they were sent to you, if you are unable to use the original packaging please ensure that all packaging you use to return your items is of a sufficiently suitable standard so as not to cause any damage to the goods. Yasemin Adam will not refund goods that are returned in an unsatisfactory condition. It is your responsibility to ensure against any faults with your chosen courier. You will need to cover the cost of postage for returns, however if your product is faulty, Yasemin Adam will refund the cost of postage. In this unlikely event please enclose a copy of the postage receipt so we can allocate the refund. We recommend you use an insured signed for service as the goods remain under your responsibility until it arrives back at the Yasemin Adam returns address.