



## Return Slip

Order Number\*:

Thank you for your purchases at Erika-lingerie.com !

You have a legal right (within a 14-day period starting on receipt of the good(s)) to change your mind about your purchases online. This right also concerns on sale items.

### The different options :

**Exchange :** In case of an exchange (same article, same colour, same size) we will ship the new article(s) for free (offer valid for metropolitan France, Belgium and Luxembourg, for the first exchange only). Shipping will be effective within 48 hours following the reception of your returned goods. In case of non-availability of the product, our customer service will find a solution for your greatest satisfaction. In some case where the size change triggers a modification of the price, we will proceed together to the regulation of the difference, whether in our favour or in your favour.

**Credit Note :** If you wish to make additional purchases on our online boutique Erika-lingerie.com, we offer a credit note corresponding to the amount of the article(s) you are likely to return (shipping cost excl.). This credit note is valid for every article purchased on Erika Lingerie and returned in conformity to the returned products requirements, and is not limited in time. This credit note will be created within 72 hours following the reception of the returned goods and is not refundable.

**Reimbursement :** In case you wish to be reimbursed partially or totally from your purchases, we will refund the credit card, the paypal account, or the bank account you use to pay for your order, according to the payment method you chose at checkout. If you chose another payment method, reimbursement will be dealt with only by cheque payable to the person who settled the order. This reimbursement will be effective within 14 days following the reception of the article(s) returned in conformity to the returned products requirements. In case you benefited from a discount on your order (via a promotional code or the fidelity club), its amount would be credited to your customer account and the total amount left to be paid would be reimbursed to you.

### Return process in 3 steps

1. Please fill in this table with the information concerning your articles.

Name of the customer :						Tick the box when you have made your choice :		
Telephone number :								
Ref	Designation	Size	Colour	Qty	Price	Exchange	Reimbursement	C. Note
Reason(s) of return :								

Please indicate the article you wish to receive in case of an exchange :

Designation	Size	Colour	Quantity

2. Place this return slip (duly completed) inside your package alongside with your product(s).

3. Ship your package (at the latest within 14 days following your cancellation notification) at the following address :

**Erika Lingerie  
Service Retours  
La Rocade  
20600 - Furiani**

Returned goods requirements :

Article(s) must be returned clean, unworn, in possession of their original labels, inside their original package(s). When you receive them, thank you for trying on your items indoor and in case your goods are under-garments, thank you for trying them on on top of your own personal ones. We will refuse every article returned that does not comply with the returned goods requirements.

Warning : You are responsible for the return of your product. In order to minimize risks of deterioration and theft, please make sure you carefully pack them before you ship them.

N.B. : Stockings, tights, and accessories will not be refunded, returned or exchanged.

If you have a doubt or if you need any further information, feel free to contact our customer service by email at the following address : [contact@erika-lingerie.com](mailto:contact@erika-lingerie.com) or by telephone at +33 (0)4 95 33 78 38 Mondays through Fridays from 9.30 am to 7.00 pm.



**Customer Service**

> **+33 (0)495 337 838\***

Mon. - Fri. from 9.30 am to 7 pm

\* Price of a local call from France



**Email**

> **[contact@erika-lingerie.com](mailto:contact@erika-lingerie.com)**