

ORDER DATE	INTERNAL REFERENCE NUMBER

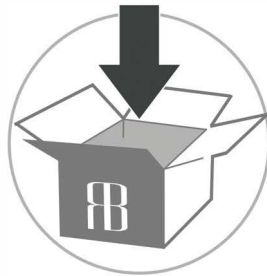
NAME	ADDRESS	TELEPHONE NUMBER	EMAIL

QTY	PRODUCT CODE	DESCRIPTION	PRICE	REFUND	EXCHANGE	REPLACEMENT ITEM	REASON CODE	REASON FOR REFUND/EXCHANGE CODE
								<b>I JUST DONT WANT IT...</b> 1 - LOOKS DIFFERENT ON THE WEBSITE 2 - ORDERED MORE THAN ONE 3 - ARRIVED TOO LATE 4 - ORDERED WRONG SIZE 5 - ORDERED WRONG PRODUCT  <b>THERE'S A PROBLEM WITH IT...</b> 6 - ITEM IS DAMAGED / DEFECTIVE 7 - INCORRECT ITEM RECEIVED

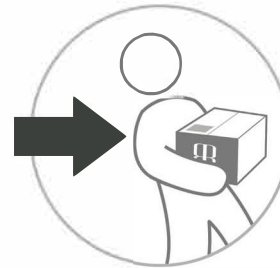
**1 FILL OUT THIS RETURNS FORM**



**2 POP THE ITEM & FORM IN A BOX**

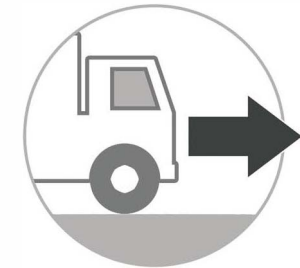


**3 TAKE IT TO YOUR POST OFFICE**



OR

**WAIT FOR YOUR COLLECTION**



We can arrange collection of beauty trolley returns, simply contact our customer service team.

**PLEASE FOLLOW THESE STEPS TO RETURN/EXCHANGE YOUR ORDER WITHIN 21 DAYS OF RECEIPT**

**PLEASE NOTE:** If returning your item with Reason Code 6 or 7, please contact our Customer Services Team on [info@roobeauty.com](mailto:info@roobeauty.com) or by phoning 01752 263420 and we will assist you with your return.

- Next to your items, please tick refund or exchange and enter one of the return reason codes. **If you have received an incorrect item, please tick exchange if still required.**
- Put your item and completed returns form in a box.
- Take your return to the Post Office. **Remember to get a Proof of Postage Receipt.**

**Returns Address**

Roo Beauty Ltd, Unit 50 - 51, Faraday Mill Business Park, Faraday Road, Plymouth, Devon, PL4 0ST

**TERMS AND CONDITIONS**

- Returns Policy** - This returns policy does not affect your statutory rights.
- Original Condition** - You must return your goods, as sold, with all the original packaging, tags and labels. They must have no visible signs of wear or damage. Items packaged in a box (e.g. beauty trolleys, must be returned with an outer box or bag for protection).
- Multibuy Offers** - When returning items bought as part of a multibuy discount, you will be refunded the full price of that item less the total discount given in the offer. If you return all items purchased with the multibuy discount you will be refunded the full value.
- Free Gifts/ Reduced Items** - If you've received a free/reduced gift with your order and subsequently return any item(s) which entitled you to the offer then you must also return the free/reduced gift.
- Full Terms and Conditions** - To view these please visit [www.roobeauty.com/returns](http://www.roobeauty.com/returns)