

Finery

Delivery Note

Order number:

Warehouse Tracking:

Order Date:

Dispatch Date:

Ordered by:

Delivery Address:

Product Code:	Product Description:	Colour:	Size:	Qty:	Qty Returned:	Return Code:

Not quite right? Post back your items within 14 days from order receipt.

Please note we are not able to process exchanges. Turn over for the simple return steps.

Return Code #					
#01	Too small	#06	Not as pictured - colour	#11	Not right for me - colour
#02	Too large	#07	Not as pictured - length	#12	Not right for me - other
#03	Too long	#08	Faulty / in a poor condition	#13	Other - please specify in writing
#04	Too short	#09	Ordered more than one		
#05	Not as pictured - fabric	#10	Not right for me - fabric		

How To Return			
	Carrier / Delivery Time	What to do?	How to track?

Returns Made Easy

Send your item(s) back in the condition you've received them, new and unworn, **within 14 days from order receipt**, for a refund. Please note that we are unable to process exchanges.

Fill in the delivery note, pack & return your parcel



Receive your refund



The total cost of the returned item(s) will be credited to the original payment method. Please note we do not refund shipping charges

Once your return has arrived back at Finery, it will be processed within 4 working days



You'll receive an email once your refund is on its way



If you have paid by:
- Credit Card: 4 days
- PayPal or Finery Notes: Immediate

If you haven't heard from us within 14 days of sending your parcel, please contact Customer Care at care@finerylondon.com
Please include your return tracking number in the email.

A few things to note

01. If you've received an item that's faulty, you can return it within 12 months from purchase for a full refund. Please email Customer Care before returning.

02. Finery reserves the right to decline returns that have been worn or damaged. We're unable to accept returns on earrings or swimwear (if the original wrapping has been removed) for hygiene reasons.