



RETURNS FORM (you will need to provide details below from your order confirmation)

Your Name:	
Your Address:	
Delivery Address (if different from above):	
Your Order Number:	
Order Date:	
Payment method used:	
Date you are returning the product(s):	
Product(s) being returned:	
Reason for Return: (if you need more space, please write on the back of this form)	
RETURN ADDRESS:	Secret Diva Ltd, Little Oakfield, Chester Road, Pentre, Deeside, Flintshire, North Wales, CH2 2EG

RETURNS NOTES & POLICY

IMPORTANT: With the exception of manufacturing defects, due to health & safety/hygiene reasons we cannot accept returns, refunds or exchanges on lashes and brushes once the hygienic seal has been broken.

For quality assurance, all products are carefully inspected for manufacturing defects prior to despatch, however, should you notice any issue with your product(s), please contact us as soon as possible.

If for any reason you are not entirely satisfied or you wish to cancel your order, you may return any item in its original condition for a refund within 14 working days from day of delivery.

You will need to print out and complete the returns form to cancel an order. Return address is detailed on the form.

If you return items for reasons other than manufacturing defects in the goods, or incomplete, or incorrect delivery, you will be required to arrange and pay for the return of the goods to us. Please obtain and retain a Proof of Postage when you return your goods which will be required as evidence in the unlikely event that we do not receive the returned parcel.

If you require a refund we will refund the price paid by you for the goods (including the initial standard delivery charge, but not the additional cost of any premium delivery option that was chosen) within fourteen (14) days of receiving your returned goods, provided that you have returned the goods to us within 14 working days of delivery to you or your notifying us of cancellation.

Refunds will only be made against the original credit/debit/PayPal account used.

If you cancel your order but do not return such goods to us within 14 working days of notifying us of cancellation, we shall be entitled to withhold payment of any refund.

Please Note: We will not provide a full refund if goods show signs of unreasonable use. In such circumstances, we will notify you that a reduced refund amount will be available or you can choose to arrange for such goods to be returned to you within 28 days of our notification. If you would like further assistance, please email: sales@secretdiva.co.uk