

Name:

Order Number:



Email:

Date:

If you are not happy with your order for any reason, we'll be happy to take the goods back as long as they are unused, and they still have the original packaging within **30 days** of receiving your order. Please complete and enclose this form with your returned goods.

SKU	DESCRIPTION	SIZE	QTY	REFUND	STORE CREDIT	REASON FOR RETURN	EXCHANGE <small>(Please use comments box for alternative item)</small>	NEW SIZE	NEW COLOUR

RETURNS KEY
1 - Doesn't fit properly
2 - Doesn't suit me
3 - Changed mind
4 - Incorrect item received (please explain)
5 - Looks different to image on site
6 - Quality issue/Faulted (please explain)
7 - Other (please explain)

YOU ARE RESPONSIBLE FOR SAFE RETURN OF GOODS.
 Once returned you will be entitled to receive an exchange or a refund, which will not include the cost of the original postage and packaging. We are not able to refund or exchange items that appear to have been worn, washed, or are not in original condition.

For any queries regarding our policy returns please visit: <https://www.modernohair.co.uk/returns>

Comments:

IMPORTANT NOTES

Please ensure all returned goods are well packaged, to avoid any damage during transit.

Please ensure all boxes are covered by a protective outer layer - **do not** apply any stickers or shipping information directly to any boxes.

Please ensure all return packages are sent with a trackable, insured service, as we cannot take responsibility for items damaged or lost in the return transit.

Please keep your proof of postage until you receive confirmation from Moderno Hair.

Returns are normally processed within 2-3 working days of us receiving your return.

Send returns to:
 Returns Department
 Moderno Hair
 22 Parkhouse Street
 Ayr
 KA7 2HH
 United Kingdom

Problem?

Call: 01292 281072

Email: Info@modernohair.co.uk