

DIPTYQUE

PARIS

RETURN FORM

Should you wish to return one or more items of your order, we invite you to fill in the form below and return it with your item/s within 28 days from your delivery date.

Order Number: UK

Name:

Email address:

Telephone:

Item reference (This can be found near the bar code and starts with ref:)	Description/Name of Product	Returned quantity	Return reason code*	Add details here for the return	Tick here for item to be replaced**
<i>e.g PHILO100V1</i>	<i>Philosykos 100ml EDT</i>	<i>1</i>	<i>7</i>	<i>I have already received this item as a gift</i>	

*For each item listed above, select one of the return reason codes below:

1. I ordered this item by mistake
2. I received an incorrect item
3. The item was delivered broken or damaged
4. The item does not suit me
5. The item is faulty
6. My order was delivered too late
7. Other (add details)

For return reason codes **2, 3 & 5, you can choose to receive a replacement item of the same reference you have ordered. If this box is not ticked, we will proceed to refund the item/s indicated above.

- As a consumer you may, in accordance with the Consumer Contracts Regulations 2013, return your order **within 28 days** from your delivery date and obtain a refund. Please fill in the form above and return it with your item/s.
- Please note that for hygiene and safety reasons, all items must be returned unused, with authentic labels and in their original packaging.
- Please follow the **Free Returns instructions** on our website to send your items back to us. Steps are detailed on the URL - https://www.diptyqueparis.com/en_uk/c/delivery-and-returns.html (or search **delivery & returns** on the site)
- For further clarifications please reach out to Customer Care team at customerservice@diptyqueparis.com
- Please retain your proof of postage for your return package/packages.
- Please do not mail your items to us using our own labels or carriers as we may not be liable if these are lost in transit.
- If you wish to return an electric item or an item with warranty, please contact our Customer Care team before returning.
- If you wish to exchange an item for another reference, we kindly invite you to place a new order and return the item to be refunded.
- The return parcel may take up to 14 days to be delivered to us. Your request will be processed within 5 working days of receipt. Processing your return may take longer if this form is not enclosed in the returned parcel.
- This returns policy does not affect your statutory rights. For more information, or if you need assistance, we invite you to go to our website diptyqueparis.com, in the Delivery & Returns section.

Diptyque

Customer Care: +44(0)800 840 0010

customerservice@diptyqueparis.com