



## Refunds & Exchanges

We hope you will be pleased with our items. Our excellent Customer Service team is here to help with any queries or questions you may have.

Email: [daisy@dancing-daisy.co.uk](mailto:daisy@dancing-daisy.co.uk) Phone: 01202 897937 Or Visit: [dancing-daisy.co.uk/contact](http://dancing-daisy.co.uk/contact)

If you're an eBay customer you can contact us through the eBay site.  
(eBay customers wishing for an EXCHANGE please DO NOT follow eBay Returns Process)

To return an item for a refund or exchange the item must be unworn and clean in a re-saleable condition with its original packaging and labels. **Return within 30 days from order date.**

Return postage is the buyers responsibility and the refund will be for the item cost only\*

We are unable to process any returns or exchanges without this form.

Please note any exchanges for a higher priced item will not be sent until the remaining balance is paid. **Allow up to 14 days for processing returns.** For more information visit our return/exchange policy on our website.

Please circle and fill out the appropriate details below and enclose with your return and a copy of your original order:

<b>A Re-order</b>	Customer to place another order online at <a href="http://www.dancing-daisy.co.uk">www.dancing-daisy.co.uk</a> before 2pm with the size required for <b>Immediate Dispatch</b> and return the original item to us within 30 days for a refund. Return reason: .....
<b>B Exchange</b>	Return the item for an exchange to the address below within 30 days. Your exchange item will be sent by <b>2<sup>nd</sup> Class post only</b> , please allow up to 7 days for processing. Exchange size required: .....
<b>C Return</b>	Simply return the item to the address below for a refund. You will need to tell us the reason for returning the item. Allow up to 14 days for processing the return. Refund reason: .....
<b>D Faulty</b>	Please state below the fault and contact us before returning the item to us. *Faulty returns will have postage refunded. Faulty reason: .....

Name: ..... Telephone: .....

Address: .....

.....

.....

Invoice No + Order Reference No: .....

**Dancing Daisy Ltd,  
Daisy House,  
25-27 Whittle Road,  
Ferndown Industrial Estate,  
Wimborne,  
Dorset,  
BH21 7RP**

Please send all returns/exchanges to this address.  
Return postage is payable by customer.

Place this returns form along with a copy of the original order inside the parcel.

Please allow up to 7 days for exchanges to be processed and sent. For returns please allow 14 days to be processed.