

RETURN FORM

Not satisfied with your purchase? We're here to help.



PLEASE PACKAGE THIS RETURN FORM ALONG WITH YOUR GARMENTS.

NAME		ORDER NO:
BILLING ADDRESS:		
EMAIL:		ORDER DATE:
PHONE:		

- Hygiene is very important to us so for that reason we **cannot offer a refund if the seals on your garment bags are not intact.**
- Returned items are the customers responsibility until they reach us, so please ensure they are packaged securely.
- Shipping charges for returned items are the responsibility of the customer and are non-refundable.

ITEM	COLOUR	SIZE	QTY	RETURN CODE

RETURN CODE:

A	TOO BIG	F	ARRIVED LATE
B	TOO SMALL	G	FAULTY ITEM
C	ORDERED MORE THAN ONE SIZE	H	POOR QUALITY
D	INCORRECT ITEM RECEIVED	I	PARCEL DAMAGED ON ARRIVAL
E	NO LONGER NEEDED	J	PRODUCT DID NOT MATCH WEBSITE DESCRIPTION

ADDITIONAL COMMENTS

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The following are our return policy terms and conditions:

- Returns must be initiated within 14 days from the date of receipt.
- Items must be returned in their original state and condition and in the original packaging. Garments must be returned unworn and with bag seal stickers in tact.
- If items are listed as faulty/damaged please email images along with order number to info@intimask.com
- Exchanges may be processed for items of the same price. Additional fees may apply.
- Shipping charges for returned items are the responsibility of the customer and are non-refundable.
- Customers will be notified by email upon receipt of returned items.
- Refunds are given at INTIMASK discretion.
- INTIMASK reserves the right to deny any refund.
- Please allow 5 business days for the processing of returned items.

RETURN ADDRESS: INTIMASK LTD, FLAT 10 SINCLAIR COURT, 14 COPERS COPE ROAD, BECKENHAM, BR3 1PA, UK