

PL OUISE

RETURNS

NAME: _____

TICK: _____

TICK: _____

ORDER NUMBER: _____

FASHION

REFUND

DATE OF PURCHASE: _____

COSMETICS

EXCHANGE

ITEMS BEING RETURNED

ITEM NAME	QTY	PRICE	REASON NO.

REASON NO - COSMETICS:

- 1 - DAMAGED IN TRANSIT
- 2 - FAULTY ITEM
- 3 - RECEIVED WRONG ITEM
- 4 - HAD ALLERGIC REACTION (MUST SEND US IMAGES)
- 5 - OTHER - PLEASE SPECIFY BELOW

REASON NO - FASHION

- 6 - DAMAGED / FAULTY ITEM
- 7 - RECEIVED WRONG ITEM
- 8 - DOESN'T FIT
- 9 - LOOKS DIFFERENT FROM WEBSITE IMAGE
- 10 - OTHER - PLEASE SPECIFY BELOW

IF YOU WOULD LIKE AN EXCHANGE ON FASHION WHAT SIZE WOULD YOU LIKE: _____

POSTAGE IS NOT PRE-PAID

RETURN TO:

PL DISTRIBUTION
CROSSGATE HOUSE
53B IRWIN STREET
DENTON
MANCHESTER
M34 2AF

CONTACT US:

customerservices@pldistribution.online
fashion@plouise.academy

PLUISE

RETURNS POLICY

CAN I RETURN MY ITEM FOR A REFUND OR EXCHANGE?

Of course you can return to us babe. If for any reason you are not completely happy with your purchase, we will happily accept a return for an exchange or full refund (T&C's) apply.

HOW LONG AFTER PURCHASE CAN I MAKE A RETURN?

Returned items must be received within 14-days of receipt.

HOW TO MAKE A RETURN:

FASHION

With regards to fashion, please do your best to try on, handle and repackage the items with the utmost care. We will ONLY accept refunds or exchanges if items are returned to us in their original condition which means unworn, undamaged, free from fake tan/makeup any other stains, pet hairs, perfume, deodorant and have the original P.Louise tags attached. Download the returns form at the bottom of this page, print it out and fill it in. We recommend sending us an email telling us you have returned your item, why you have returned your item along with proof of a shipping receipt - (just in case you lose your shipping receipt tracking number and your return goes missing - we've all been there babe). customerservices@pldistribution.online. We always recommend returning your items via a recorded service as we unfortunately can't be held responsible for any items that do not reach us. Original shipping charges are non-refundable unless the item is damaged or faulty.

COSMETICS

Due to the nature of our products and for hygiene purposes we DO NOT offer refunds/exchanges on items simply unwanted/change of mind. Makeup cannot be returned for hygiene purposes - the only exception is if someone has had an allergic reaction. We offer no exchanges on cosmetics. If you receive an item damaged or faulty we will of course exchange or refund this for you. If you receive a damaged/faulty item you must notify us within 7 days of receipt. We always recommend returning your items via a recorded service as we unfortunately can't be held responsible for any items that do not reach us. Original shipping charges are non-refundable.

ANY MYSTERY BOXES - Products are non-refundable and cannot be exchanged even if a colour does not suit you or a clothing fit is not correct.. It was stated upon purchase that these items are chosen at random.

HOW LONG DOES A REFUND TAKE?

We aim to process all of our returns within 5-7 working days of delivery to us - busy periods such as Black Friday may take slightly longer - at which time we will issue a full refund or exchange. All refunds will be processed through PayPal unless a payment was made via a credit/debit card, over the telephone, in which case your refund will be debited back to your card. The refund will be processed back to your original method of payment and may take upto 14 working days to enter your account.

CAN I GET MY SHIPPING FEES BACK?

We regret to inform you that any original shipping fees or return shipping charges are non-refundable, unless the error was made on our part or if you receive a faulty or damaged item.

I HAVE RECEIVED A FAULTY ITEM.

We are so sorry babe that you have received a damaged/faulty item from us. This is super rare and we can only assume this occurred during the manufacturing process or in transit. Please send us an image to customerservices@pldistribution.online so we can look into this & help you further.

I HAVE RECEIVED AN INCORRECT / MISSING ITEM IN MY ORDER.

We're really sorry if we've made a mistake with your order babe. Please send us a message at customerservices@pldistribution.online for cosmetics and fashion@plouise.academy for fashion so we can fix this for you right away. Please note if you purchase of the Secret Sinner Masterclass collection that the Secret Sinner Eyeshadow Palette is sent out separately to prevent damage.

DO I HAVE TO PAY FOR RETURN POSTAGE?

We're unable to cover return postage costs unless your item is faulty or damaged. Customers are urged to hold onto proof of postage as we are also not responsible for returns lost in the post. If you paid for shipping at the time of your original order, you will not be credited the cost of shipping when we receive your return.

HAVE YOU RECEIVED MY RETURN?

Please allow up to 14 working days for your parcel to be returned to us babe. If you haven't received a refund after 30 working days - please contact our customer care team with your order number and details of the items returned.

I MADE A MISTAKE ON MY ORDER.

As we out source our shipping, once your order is placed we cannot amend addresses or cancel your order. Your order is processed, picked and packed within 5 minutes of you ordering. We cannot add anything to your order and we cannot change your order. If you order the incorrect item this is your own responsibility.