

Send your return to:

LuxDesignerBag Returns

71-75 Shelton Street

London WC2H 9JQ

United Kingdom

+44 7786 551851

support@luxdesignerbag.com



LuxDesignerBag

Returns form

REFUND OR EXCHANGE REQUEST

Return conditions

- Items can be returned within 14 days of delivery.
- Items must be unused, in their original condition, with all tags still attached.
- Include the original packaging: box, dust bag, cards and tags.
- Pack the item carefully to avoid any damage in transit.
- Returns that arrive with incomplete or damaged packaging may not be accepted.

Order number	
First name	
Last name	
Email used at checkout	
Return number (RMA) *	
What would you like?	☐ Exchange ☐ Refund ☐ Store credit (discount code)
Comments **	

* You create your return number in your account (see sheet 2), or our customer care team gives it to you at support@luxdesignerbag.com.

** For an exchange, tell us the item or colour you would like instead.

How to return an item

1. Sign in to your account, open 'Orders', choose the order and click 'Request return' next to each item you want to send back. This creates your return number (RMA).
2. Pack the item with all its tags and, if you can, its original packaging.
3. Fill in the returns form (sheet 1) and place it inside the parcel.
4. Write your return number (RMA) clearly on the outside of the parcel. If you return several items in one parcel, list every return number on the form.
5. Send the parcel to: LuxDesignerBag Returns, 71-75 Shelton Street, London WC2H 9JQ, United Kingdom.

Good to know

- Return shipping is paid by you. We cover the shipping when we send you an exchange.
- Your refund, or your exchange, is processed as soon as we receive and check the returned item.
- Refunds go back to your original payment method.

Our advice

- Use a tracked and insured shipping service, so you can follow your parcel and are covered if anything goes wrong.
- Keep your proof of postage until your return has been processed.

Returns sent from another country

- Write "Returned goods" clearly on the outside of the parcel and on the customs declaration (CN22 or CN23), so the parcel is not charged import duties again.
- Declare the value of each returned item on the customs form. Do not attach the invoice from your original order.
- Without this mention, the parcel may be held at customs or sent back to you.

Questions?

- Email: support@luxdesignerbag.com
- Phone: +44 7786 551851
- Returns policy: luxdesignerbag.com/en/returns