

# RETURN AND EXCHANGE FORM



1. Name: \_\_\_\_\_

2. Order Number: \_\_\_\_\_

3. How would you like us to handle your request?

**Refund**                       **Exchange Items** (Please fill out reorder section below, step 5)

You may return unworn products within 60 days of purchase to qualify for a refund or an exchange. For hygiene reasons, panties can't be returned for a refund or exchange, except where genuine quality issues have been identified.

4. List item(s) you are returning, including the return reason code (refer to chart below).

Qty	Item Code	Reason
1	011208/example	2

RETURN REASONS			
SIZING	CODE	PREFERENCE	CODE
Too large	1	Do not like fabric	5
Too small	2	Do not like color	6
Bra cups too large	3	Do not like style	7
Bra cups too small	4		
QUALITY	CODE	SERVICE	CODE
Defective	8	Wrong item shipped	10
Uncomfortable	9	Late arrival	11
<b>Other reasons</b> (Please detail)			

5. Please list the new items you would like to receive in exchange or any new item you want to order:

Qty	Item Code	Size	Color	Unit Price	Total
2	011208/example	34	802	\$ 29,99	\$ 59,98
<b>TOTAL</b>					

6. **Method of Payment**

**Exchanges:**  
3 situations can occur: a refund (exchange for an item of a lesser amount), additional charge\* (exchange for an item of a greater amount) or no refund / charge (exchange for an item of an equal amount). The refund or additional charge will be credited/charged to the credit card used for the original transaction. If you would like to use a different card or would like to change the shipping address, contact customer service.

\*For your security, you must give us the CID/CVV2 (security code) to authorize the charge on your card. \_\_\_\_\_

For more detailed information, please refer to our Return and Exchange policy.

**Credit Card Refunds:**  
The total amount of the returned products will be credited within the next business days to the card you used on your original transaction. Please allow 2 to 3 business days for this amount to be reflected on your account.

7. Return shipping cost is assumed by the customer, and shipping fees are nonrefundable. **For exchanges, Leonisa assumes all new shipping & handling charges.** However, if you decide to upgrade your shipping method, we will charge the difference.

8. Enclose this form along with the merchandise in a package. Attach the return label provided below and return by mail. Please allow 5 days after receiving your package for Leonisa to process your request.

**Don't forget to include in your package:**

- Products with all tags attached and original packaging
- Copy of original invoice (optional)

**NOTE:**  
If you have any question about your return, contact customer service at 1-800-687-3577 USA / CA or email [infousa@leonisa.com](mailto:infousa@leonisa.com).

Send package to:



**Leonisa - Webpage**  
5240 Langford Park Dr Suite B • Norcross, GA 30071  
1-800-687-3577 • USA