

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, face masks, balaclavas and boxers 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
Other reasons (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
TOTAL					

6. Payment Method

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.

***If your purchase was paid through PayPal, you should return the item and place another order.**

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 5 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, the customer is responsible for shipping costs to send product(s) back to Leonisa, but Leonisa will be responsible for the shipping costs of the new product(s) sent to customer.. 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 business 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 1-800-657-9107 USA / CA or email infousa@leonisa.com.

Send package to:



Leonisa - Webpage

5240 Langford Park Dr Suite B • Norcross, GA 30071

1-800-657-9107 • USA

