DHC

RETURN / EXCHANGE FORM

We at DHC sincerely thank you for your order.

For more information regarding DHC products or Customer Service, visit us online at **www.dhcuk.co.uk** or call **08000 23 24 25.**

All calls may incur a charge at your local network provider's rates, and mobile calls may incur additional charges.

DHC is committed to providing you high-quality products. If for any reason one of our products fails to meet your expectations, you can return merchandise ordered from our catalogue or website at any time within 60 days of your order date for an exchange or refund of the purchase price.

- Please return your items with this completed Return/Exchange Form in a prepaid parcel using an insured carrier. We recommend using recorded post. DHC is not responsible for return postage or lost or misdelivered items.
- Attach the Return Label below securely to the box, covering it with clear packing tape.
- Please note that when returning items on which you have received a discount or offer, you will no longer be eligible for the discount or offer if you fall below the threshold to receive that discount or offer because of the return. Original delivery and processing charges will not be refunded.
- DHC cannot accept any returns for purchases made at any retail location or from any third party. Retail locations and third parties cannot accept returns for purchases made through our catalogue or website.
- Please allow up to 6–8 weeks to receive your refund or exchange, or up to two billing cycles for your credit to appear on your credit card statement.
- Return package to:
  DHC UK Ltd. Returns Processing
  Units 2-3 Sovereign Park
  Laporte Way
  Luton
  LU4 8EL
- If your order arrived damaged, contact us right away. Please retain the original packaging materials so that we may investigate. Contact us on 08000 23 24 25 or CustomerService@dhcuk.co.uk.

REFUND

Include all information below and a **Reason Code** for each item returned. The more accurately you describe the reason, the better we can serve your needs in the future. We will credit your account by the transaction method used in your order.

If the item was a gift, tell us the purchaser's name, and we will send you back a gift certificate in the amount of the item returned, less the original delivery and processing charges.

Reason Codes (Please select one)

- A Didn't like texture/feeling on skin
- B Didn't like natural scent
- C Changed mind
- D Damaged/defective
- E Wrong item
- F Item arrived too late
- G Received as a gift: Please write purchaser's name and address
- H Didn't agree with my skin type
- Z Other (describe in comments)

Reason code (see above)	Product #	Product name	Qty. returned	Comments

EXCHANGE

If you would like to order an item in exchange for one you are returning, you may place your order here.

Qty.	Product #	Product name	Product price	Total price
			£	£
			£	£
			£	£

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dhcuk.co.uk

PAYMENT METHOD

If your exchange requires additional payment, please tick appropriate box.

☐ Cheque or postal order payable to DHC must accompany this form. When paying by cheque, please print your name, address and DHC Customer number on the back. Cheques are accepted but may delay the processing of your order as we wait for them to clear.

Please note: In the event of an overpayment exceeding £5, your refund will be issued in the same form as your original payment.

☐ Tick here if you would like excess payments of £5 or less to be refunded in the same form as your original payment. Unless ticked, all excess payments of £5 or less will be credited to your DHC account and applied to your next order.

☐ Visa ☐ Visa debit ☐ American Express ☐ Solo ☐ Maestro ☐ JCB

Credit card number (if Switch—Switch Number)

Valid From | Expiry Date | *Switch/Connect Issue Number* | *Security Number*

RETURN LABEL

Order number _____

Name _____

Address _____

_____

_____

Postcode _____

DHC UK LTD. RETURNS PROCESSING
UNITS 2-3 SOVEREIGN PARK
LAPORTE WAY
LUTON
LU4 8EL