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**Refund form**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Quantity | Product code | Product name | Reason code | Reason code |
|  |  |  |  | 1. Looks different from the website image
2. Arrived too late
3. Poor quality/damaged
4. The product was not suitable for me
5. Incorrect goods received
6. Parcel damaged on arrival
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 Fill in the return form and send it back to us with the item(s) . Please follow the steps below and complete all fields within 14 days of receipt of delivery.

**Date of order:**

**Order number:**

**Return conditions**

* You can return your parcel for FREE with Omniva and LP EXPRESS parcel terminals. If you return via Omniva, you must fill in the online return form available here https://grazinimai.omniva.lt/. For LP EXPRESS - you ONLY need to fill in the paper return form and put it with your parcel.
* The money is refunded to the account specified by the buyer within 3-5 working days of the confirmation of the return.
* The returned product must be in its original, neat and undamaged packaging (this does not apply to the return of low-quality goods);
* The goods must be in good condition, unworn and in good condition (no damaged labels). This clause does not apply in the case of a return of low quality goods;
* The returned goods must be in the same condition as when received by the Buyer;

For more information or assistance, please contact: info@louluettu.lt