



# RETURNS NOTE

*Thank You For Your Order*

## Website Returns and Exchanges

- We are happy to accept returns within 14 days of receipt of the goods. The items must be in the same condition as when you received the items, complete with tags, packaging and unused. We can then refund the item cost, less any shipping or exchange it for another product.
- Please fully complete the Return slip below and enclose with the items to be returned or exchanged.
- For Exchanges please ensure you state clearly the alternative size, colour or item you would like.
- Securely package your item and post it back to the address below.
- Please note goods being sent back are your responsibility until received by us at Lure Heaven
- We recommend using Royal Mail Recorded Delivery and always ask for a proof of delivery.



### RETURNS

Lure Heaven,  
Unit 3, West Side  
Newport Industrial Estate  
Launceston,  
Cornwall,  
England,  
PL15 8EX.

### Faulty/ Warranty Returns (Website or Telephone orders)

In the unlikely event that an item you purchased is damaged or faulty please contact our team on 01566-770822 or [info@lureheaven.co.uk](mailto:info@lureheaven.co.uk) before sending your item back to us.

Cut Here & Return with Goods



NAME :	.....		
ADDRESS :	.....		
MOBILE NO :	.....		EMAIL :
ORDER ID :	.....		
FULL ITEM CODE	ITEM NAME	REASON FOR RETURN	EXCHANGE Size/colour

Please ensure all items for refund or exchange are returned in the condition as sent to you with packaging and tags/labels attached for resale purposes.