

## RETURNS NOTE - Please include with your returned items

### WANT TO MAKE A RETURN?

#### RETURNING YOUR ORDER

Not totally happy with your online order? Not a problem! We're happy to accept returns – just make sure that you:

- Send them back undamaged and unused
- Ensure all items are in a re-saleable condition, including original packaging and tags
- A proof of purchase is provided
- Get them back to us within 28 days of receipt
- **Login to your online account and register your return.**

#### RESTRICTIONS

We're unable to accept returns on the following items, for hygiene reasons:

- Pierced jewellery (including earrings)
- Hosiery
- Cosmetic products

Unfortunately, if any of the above are returned, we are unable to offer a refund and the items will not be returned. Detailed terms and conditions can be found at [www.diyaonline.com](http://www.diyaonline.com). Our policy does not affect your statutory rights.

#### POSTAL RETURNS

We always recommend that you use a tracked delivery service when sending parcels back from both within and outside the UK. You will also need to retain your proof of postage until the parcel has been received and processed. Send your return to **Diya Online, Returns Department, 320 Selbourne Road, Luton, LU4 8NU, United Kingdom**. In selected locations we also offer a returns service. Please visit [www.diyaonline.com](http://www.diyaonline.com) for more information.

#### RETURN TO STORE

Bring your items to the Diya Online Store, present your delivery note as proof of purchase-along with the original payment card(s) to be refunded. This excludes orders placed on Third Party Sites and payment made using a PayPal account. In store we can also offer an exchange service, which is subject to stock availability.

#### EXCHANGES

We're not currently able to offer online exchanges, so simply follow all the returns steps and place a new order website.

#### REFUNDS

Please allow 14 days from when we receive your parcel, for your refund to be issued back to your account. All refunds are made to the original payment source. If you paid in a different currency, other than Pounds Sterling, your refund will be issued in your local currency at your bank or card provider's exchange rate.

For any queries regarding your return, please email us at [help@diyaonline.com](mailto:help@diyaonline.com), or go to our self-help section on the website

Above is a summary of our full terms and conditions of supply, which are available online. In the event of conflict between this summary and our full terms and conditions, our full terms and conditions shall apply. **Diya Online is a trading name of RSG Online Ltd.**

ITEM CODE	QTY	PRICE	TOTAL PRICE	REASON CODE	REASONS
					1. Ordered for choice
					2. Not liked
					3. Too big
					4. Too small
					5. Fabric / Material
					6. Colour
					7. Incorrect item
					8. Arrived too late
					9. Faulty (Please state)
					10. Poor Quality
					11. Other

#### CUSTOMER NOTES

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#### INTERNAL USE ONLY

Date: \_\_\_\_\_ Type: \_\_\_\_\_ Cost: \_\_\_\_\_ Staff: \_\_\_\_\_

### DELIVERY NOTE

#### Customer Details:

### YOUR REWARDS POINTS

Find out how to redeem your points at [diyaonline.com](http://diyaonline.com)



Detach and include with your returned items



ITEM CODE	DESCRIPTION	QTY	PRICE	TOTAL PRICE
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