

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 14 days of receipt

RESTRICTIONS

We are unable to accept returns on the following items, for health protection and hygiene reasons:-

- Pierced jewellery items
- Hoisery
- Cosmetic Products
- Personal Care Products where the seal on the wrapping has been broken.

Unfortunately, if any of the above are returned, we are unable to offer a refund and the items will not be returned. Further details are provided in our terms and conditions which can be found at 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 returns to **Diya Online, Returns Department, 320 Selbourne Road, Luton, LU4 8NU, United Kingdom**. Please visit www.diyaonline.com for more information.

EXCHANGES

We're not currently able to offer online exchanges, so simply follow all the return steps and place a new order on our 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, 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, then our full terms and conditions shall apply. **Diya Online is a trading name of RSG Online Ltd.**

ITEM CODE	QTY	UNIT 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

INTERNAL USE ONLY

Date: _____ Type: _____ Cost: _____ Staff: _____

DELIVERY NOTE

Customer Details:

YOUR REWARDS POINTS

Find out how to redeem your points at diyaonline.com



Detach and include with your items



ITEM CODE	DESCRIPTION	QTY	UNIT PRICE	TOTAL PRICE
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