

# Exchange / Complaint Form

**In case that the delivered goods do not match what, you ordered, you can return or replace the goods within 7 days of delivery.**

To your exchange / complaint to be provided, the returned goods must be undamaged in the original undamaged packaging and with all original labels attached to the goods. UniLady.eu cannot take responsibility for goods that have been damaged or lost at transport from the client back. Therefore, we recommend that the client pack the goods appropriately and always request a confirmation of dispatch of the goods for the case later complaint of the package. Please pay extra attention to the packaging of the products that contain reinforced cups of bra, underwired bras, swimsuits, chemises.

Please fill in the form below and send it to us with the goods. Without this form, we will not be able to identify yours order and the procuring equipment process may be prolonged.

## Returned products:

### Reason for return:

- 1. I don't like color of the product
- 2. I don't like the quality of my product
- 3. Product is too big / small
- 4. Product was wrong
- 5. The product was delivered too late
- 6. Other reason

Product name	Reason	Size	Color	Count	Price

## I request the returned products (please circle the requested option)

- 1. Change for other products

Product name	Reason	Size	Color	Count	Price

- 2. Change for a gift coupon

- 3. Return to account number ..... Bank code .....

Name and surname of the client .....

Order number .....

Signature .....