



RETURNS INFORMATION

You can refund or exchange any items purchased through bellafreud.com within 14 days starting from the date of receipt. Please ensure you repack your item(s) within its original packaging. All items must be returned to us in the same condition as they were sent and deemed fit for resale. We will not be able to refund or exchange any noticeably worn, scented and washed items. This policy does not affect your statutory rights.

To read our full returns policy, please visit: www.bellafreud.com/delivery-and-returns-information

HOW TO REDUND / EXCHANGE AN ITEM

1. Please email: info@bellafreud.com to receive your RMA code to authorise the return / exchange. Please then select either refund or exchange and if applicable the reason code in the table below.

2. Repack your item in its original packaging and include your completed returns form

3. Write either EXCHANGE or REFUND followed by your RMA number outside of your package. Please note that we are only able to exchange for the same item in a different size. (If the size or colour is not available we can offer either a Gift Voucher to purchase alternative products or process a refund; you will be notified). Please note Gift Vouchers are final; no subsequent refunds can or will be processed.

4. Please post to:

BELLA FREUD, UNIT 23, THE TAY BUILDING, 2A WRENTHAM AVENUE, LONDON, NW10 3HA

You may wish to choose a delivery service that insures your parcel to the value of the goods being sent, always keep your proof of postage as the returned item is your responsibility until it reaches us.

5. Once we have received your parcel we will begin the exchange or refund process within 72 hours of receipt and you will be informed by email as soon as possible.

If you would like further assistance please email info@bellafreud.com

Customer Name			Order Number:		
			RMA Number:		
Product Name	Refund or Exchange?	Replacement Colour	Replacement Size	Reason Code	Reason Breakdown
					1- Too Big
					2- Too Small
					3- Incorrect item
					4- Not Suitable
					5- Poor Quality/Faulty
					6- Arrived Late
					7- Damaged on Arrival
					8- Other (Please Specify)