

HOT!MESS

REFUNDS

All items are covered by our 14-day exchange or refund guarantee so please ensure your items reach us within 14 days of receipt. Please note returned items must be clean, unworn and in all the original packaging with the tags intact*. Please complete the form below and use the return address provided overleaf. All returns are at the buyers costs and will not be refunded by HOT!MESS unless the goods received are faulty.

We aim to process all returns within 5 working days of receipt. Please allow a further 5-10 working days for any refund to appear in your account.

PLEASE NOTE: Underwear is NON-RETURNABLE. If underwear items are for any reason returned to us in error, items will only be resent back at buyer's cost.

*If we find that items have not been returned to us in fully reasonable condition, we reserve the right to deduct up to 50% of the original selling price from the refund amount. Please refer to our website <http://hot-mess.co.uk/returns> for any additional returns information.

EXCHANGES

Exchanges are only accepted on a different colour/size of the **same** item. If an alternative item is required, please return the original item for a refund and place a new order.

NAME: ORDER NUMBER: ORDER DATE:

QTY	Description, Colour, Size	Refund	Exchange	Reason Code	Replacement Size	Replacement Colour

Reason Codes: **S** - Too Small. **B** - Too Big. **F** - Faulty. **WI** - Wrong item/s. **NDP** - Not as described/pictured. **DS** - Doesn't Suit. **Q** - Quality. **O** - Other (please specify below)

***We are continuously working to improve the quality and fit of our garments. Any feedback on our garments or reason(s) you can provide us for your return(s) would be greatly appreciated.**