

Dear Customer,

Thank you for your order with Alex and Alexa.

We hope you are happy with your purchase.

Here at Alex and Alexa we are committed to delivering a great service and a fantastic range of products.

On our website, we try to show as much detail as possible; however, if you are not entirely happy with your purchase we ask that you return it to us within 28 days, from your delivery.

We'd love to hear from you...

Should you need any assistance, do not hesitate to get in touch by emailing us at customerservice@alexandalex.com or by telephone anywhere in the world on + 1 (646) 8108646.

If you are based in the UK, you can call us on + 44 (870) 0688659.

Please note that our **opening hours** are **Monday - Thursday 7 a.m. - 10 p.m., Fridays 7 a.m. - 4 p.m., Sundays 3 p.m. - 10 p.m. (UK Time).**

Keep in the know...

Our blog www.lifeandstyle.alexandalex.com will keep you updated with exclusive photo shoots, interviews and inspirational style tips. And if it's customer recommendations you're looking for, unique things to do and places to go with the kids, our blog has grown into a buzzing community of mums and dads in the know. You can find it straight from our website, simply click the LIFE & STYLE tab on the page.

We're always tweeting about the latest from Alex and Alexa on Twitter and updating our Facebook page regularly with secret offers, competitions and discounts.

Follow us to make sure you don't miss out:

www.twitter.com/alexandalex

www.facebook.com/alexandalex

www.instagram.com/alexandalexacom

We look forward to welcoming you back online soon.

Yours sincerely,

The Alex and Alexa Team

RETURNS AND EXCHANGE POLICY

We will accept item(s) provided they are **returned as new**, i.e. are **unworn** and in their **original packaging, including tags, within 28 days from your delivery.**

- **EXCHANGES:** if you want to exchange an item, please return the product and **place a new order** on alexandalex.com. We will refund you the money directly to your credit card or Paypal account, depending on your original payment method.
- **SHOES:** should be returned in their original shoe box. Please do not write on or tape the actual shoe box, as this is considered a part of the product. We will not accept shoes with any sign of wear and tear. Shoes must be tried on a carpeted or soft surface.
- **WRONG OR FAULTY ITEM:** if you receive a wrong or faulty item, please contact our customer service team as soon as possible.
- **SWIMWEAR & UNDERWEAR:** for hygiene reasons underwear is non-returnable. Swimwear must be tried on over underclothing, ensuring that the protective hygiene strip remains intact. **Please note that swimwear will not be accepted without the protective strip.**
- **JEWELLERY:** for hygiene reasons we cannot refund/exchange earrings.

HOW TO MAKE A RETURN



1. **Complete the return form below.** For returns outside of the EU countries, please don't forget to fill out the commercial invoice that was included in your parcel.
2. **Wrap the item securely** and make sure all documentation is included in the parcel.
3. **Attach** the UPS FREE RETURN LABEL (provided) to the outside of the parcel.
4. **Drop the parcel off** at your nearest UPS Access Point or book a collection through UPS.com.

RETURN FORM

Please send back with your return.

CUSTOMER NAME:	
ORDER NUMBER:	

PRODUCT CODE	DESCRIPTION	QTY	SIZE	REFUND	REASON CODE

Reason Codes:

1. Too Big 2. Too Small 3. Style doesn't suit 4. Quality Issue 5. Not As Expected
6. Arrived Too Late 7. Unwanted Gift 8. Faulty Item 9. Incorrect Item Sent