LAVINIA LINGERIE

EXCHANGE & RETURN FORM • For assistance, contact us at customercare@lavinialingerie.com or 571-333-1071.

At Lavinia Lingerie, we want every customer to have a positive shopping experience. If the product does not meet your expectation, you may return it for a refund or exchange, subject to the terms and conditions specified on our website at www.lavinialingerie.com/return-policy.html

STEP 1 – Please provide the information specified on your original order.

BILLING INFORMATION

Order #

Name

Address

City State ZIP

E-mail

Phone - Daytime Evening

SHIP TO ADDRESS (IF DIFFERENT FROM BILLING INFORMATION)

Name

Address

City State ZIP

E-mail

Phone - Daytime Evening

STEP 2 – Please list the item(s) that you are returning, including reason (See reason codes show below)

Qty.	Reason Code	Item Number	Color	Size	Description	Price
					Total	

REASON CODES

Quality	Sizing	Services	Style	Other
11. Defective	21. Too big	31. Wrong item shipped	41. Did not like style	51. Changed my mind
12. Stained or spotted	22. Too small	32. Arrived too late	42. Did not like color	52. Returning a gift
13. Quality of fabric		33. Damaged in shipping	43. Did not like fabric	53. Reason not shown: Fill in
14. Workmanship				

STEP 3 – Please tell us what you would like us to send you (exchange or new order)

Qty.	Item Number	1st Color Choice	2nd Color Choice	Size	Description	Price
					Total	

STEP 4 – Please complete payment information (if applicable)

Complete this section only if your exchange is for an item of greater value.
All returns will be credited to the credit card on file.

Credit Card Type: ☐ Visa ☐ MasterCard ☐ Amex ☐ Discover

Credit Card Number _____

Expiration _____ Signature _____

Enclose this form along with the merchandise in a secure package. Attach the Return Label to the package and return it by insured mail via the U.S. Postal Service ONLY. To review our return policy including shipping instructions, visit www.lavinialingerie.com/return-policy.html

RETURN ADDRESS

PLEASE NOTE OUR NEW ADDRESS

Lavinia Lingerie
Returns & Exchanges
P.O. Box 2547
Leesburg, VA 20177-7753