



For all returns, please fill out and email the return form to customercare@lavieenrose.com and wait for a customer service representative to contact you before sending back the merchandise.

STEP 1

Fill out with your information.

| | | |
|---------|----------|--------------|
| Name | | Order Number |
| Address | City | Phone |
| State | Zip Code | Email |

STEP 2

List item(s) you are returning, including the reason for return. Please see the return reason codes presented below the chart.

| MODEL NUMBER | DESCRIPTION | COLOUR | SIZE | REASON CODE(S) |
|--------------|-------------|--------|------|----------------|
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RETURN REASON CODES

- | | | | |
|--------------|---------------------|-------------------|----------|
| 36 Too small | 37 Does not suit me | 42 Delivery error | 44 Other |
| 38 Too big | 40 Defective | 43 Delivery delay | |

STEP 3

Include this form along with the merchandise in the original packaging or in a secure packaging. All items returned must use the UPS return label and the amount of \$15.00 USD will be deducted from the total of your refund upon processing your return. Please note: Shipping and handling fees will not be refunded.

STEP 4

Keep the tracking number to follow your package.

ANY QUESTIONS? PLEASE CONTACT US. YOU HAVE SEVERAL OPTIONS!

Call us at 1-877-328-7673 • Email us at customercare@lavieenrose.com

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