

THANK YOU FOR YOUR ORDER

If you are not completely satisfied with your online purchase from Aphrodite, we will happily issue a refund or replacement assuming the item(s) are returned and received by us within **21 days from date of delivery** and are in line with our returns policy: (www.aphrodite.com/returns).

**Please send all returns back to:
APHRODITE CLOTHING, WEB RETURNS, 9-11 VINE PLACE, SUNDERLAND, SR1 3NE**

UK Returns

If the enclosed Royal Mail label is used to return your item(s), a fee of £3.99 will be deducted from your refund.

If an alternative courier of your choice is used, it is the customers responsibility to pay the return charges and Aphrodite cannot be held responsible for any loss or damage that may occur in transit. For hygiene reasons, underwear, facemasks and any pierced jewellery are non-returnable.

International Returns

Please mark the customs declaration sticker as CLOTHING RETURN to avoid customs charges, if the parcel is not clearly marked, we have the right to deduct any incurred charges from your refund. We do not offer a prepaid return service for international returns, it is the customers responsibility to pay the return charges and Aphrodite cannot be held responsible for any loss or damage that may occur in transit.

Refunds

Refunds will be issued as soon as possible after delivery to our returns department. Once the refund has been issued, it may take another 3-5 working days for the funds to appear back in your account.

Exchanges

If you require an exchange, this will be processed as soon as possible (subject to stock availability).

UK Customers first exchange will be shipped free of charge, any subsequent exchanges will be charged £6.99 for next day delivery.

International customers will be contacted to request the cost of postage for any exchanges.

We aim to process refunds and exchanges as soon as possible. However, during busy sale periods there may be a slight delay.

Contact Us

If you have received damaged/faulty items or experience any problems during the return process, please don't hesitate to call on **0191 567 5898 (option 2)** or email on **enquiries@aphrodite1994.co.uk**

RETURNS FORM

Please fill in the correct refund or exchange section below and return it to us with your item(s)
A delay in processing your return will occur if this returns form is not filled in fully and correctly.

Name

Order Number

Refund

SKU	Item	Size	Price	Reason Code

- | | | |
|----------------|-------------------------------|---|
| 1. Doesn't fit | 2. Incorrect item received | 3. Looks different to image/ not as described |
| 4. Faulty | 5. Ordered more than one size | 6. Other (please state) |

Exchange

Item returning

SKU	Item	Size	Price	Reason code

Exchanging for

SKU	Item description	Size	Price