

LOOKS RETURN GUIDE AND RETURN FORM

You can return any item (including sale items) to us within 14 days of receiving your original order – all for free.

If you want to return something, we'll complete a refund for you once we receive it back. If you need the item in a different size or colour, you'll need to place a new order.

The returns process is as follows:

- 1) Fill in the return form below. We need to know the order number that your return related to, so please make sure that your returns form is filled out and included in your returns parcel.
- 2) Stick the return address sticker over the original delivery address, put the undamaged items-to-be-returned in the original packaging into the box and tape it.
- 3) Drop the package at the closest Kiala point. You can choose from over 700 Kiala drop-off points across the Netherlands – [click here](#) to find your closest one. You can also send the package via any other delivery service to the address Looks, Herengracht 182, 1016BR, Amsterdam; but you'd need to cover the shipping costs yourself.
- 4) Retain a proof of postage until we have confirmed your refund has been processed.

It can take up to 10 working days for your return to be delivered back to us. As soon as we've received it, we'll refund your original payment method and send you an email to let you know.

It can then take up to 10 working days for the funds to appear back in your account, depending on your bank or card issuer. If you've returned more than one order in your parcel, please allow up to 24 hours for all of your items to be refunded.

We try hard to accept all returns and they don't need to be in the original box or bag, as long as they're securely packed. In the unlikely event that an item is returned to us in an unsuitable condition, we may send it back to you. For detailed information see the Looks Return Policy.



LOOKS RETURN FORM

Order date:		Order number:		
QTY	PRODUCT CODE	DESCRIPTION	REASON CODE	REASON FOR RETURN CODE
				1 - LOOKS DIFFERENT TO IMAGE ON SITE
				2 - ORDERED MORE THAN ONE SIZE
				3 - ARRIVED TOO LATE
				4 - POOR QUALITY /FAULTY
				5 - DOESN'T FIT PROPERLY
				6 - DOESN'T SUIT ME
				7 - INCORRECT ITEM RECEIVED
				8 - PARCEL DAMAGED ON ARRIVAL