

maxcleavage.com



We want you to be happy with your purchase!

If for any reason the fit or style is not quite what you expected, please allow us the opportunity to help you find your perfect bra or swimwear!

WE REALLY WANT TO HELP...

Please email us at **customer.services@maxcleavage.com**

In the unlikely event you have ordered something that doesn't make you smile or is not what you were expecting, we will refund your card or PayPal account towards a future purchase. If you would like to try a different size, colour or style then please go ahead and place a new order on our website, and we will send it out to you as quick as we can!

If you need to return any items please fill out the form (overleaf) and add this to your parcel. For FREE UK returns visit this web page <https://www.maxcleavage.com/returnmyparcel> and enter your details to generate your unique returns barcode. You will need to either print off the barcode and attach it securely to your parcel or if your local post office offers this service they may print it off for you, but please check with them before taking your parcel there. If you have any problems with this, please contact us.

Once you have taken your box to your local Royal Mail post office, please make sure you hold on to the proof of postage receipt, as you will need this to make a claim if it gets lost on its way back to us. We will send you an email as soon as we receive your parcel at our office. We must be notified within 14 days via email that you intend to return items to us and all returned items must be posted back to us unworn and undamaged within 14 days.

Our products arrive in specially designed boxes that protect them in the post. When returning products to us, just pop them back in the box they arrived in or a sturdy suitable alternative as that will keep them safe on their return journey.

IMPORTANT

- As our products are a fairly 'intimate' product, we ask that you leave your own briefs on whilst trying on lingerie for fit purposes and leave hygiene stickers in place.
- Due to hygiene reasons any adhesive products, like the Maxistay-Up Beauty Bra can't be returned if they have been tried on/worn.
- If items need to be returned please use the original box your parcel came in or a similar sized sturdy box to prevent damage through the post. We cannot refund items that have not been returned in a suitable box unless of course you are only returning briefs.

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Your return form:

Please complete the details below...

Name:

Order ID:

Email address:

Phone number:

Address:

Post code:

Reason for returning items: (please be as descriptive as possible – all feedback is very helpful!)

We are always looking for ways to improve our product range or service to you, so if you have any suggestions we would love to hear from you!

Please fill in below:
