



RETURN FORM

PLEASE INCLUDE THIS SHEET IN YOUR RETURN PACKAGE

Thank you for your order! We're sorry it didn't work for you this time.
Hope to see you again soon on carlina-paris.fr

Last and first Name _____
Email address _____
Telephone number _____
Order number _____
Order date ___/___/___

RETURN CODE

- A - Product damaged during transport
- B - Wrong product shipped
- C - Product does not meet my expectations
- D - I made a mistake when ordering
- E - Product arrived too late

Product reference	Returning Product Description	Size	Quantity returned	Unit price	Total price	Return code*
				, €	, €	
				, €	, €	
				, €	, €	
Total amount of refund :					, €	

RETURN POLICY

We wish to ensure your complete satisfaction while shopping on carlina-paris.fr. We will gladly accept the return of any item purchased on carlina-paris.fr that meets one of the reasons listed above.

- Items must be returned to Ipsocos/Carlina in their original packaging within 14 days from the date of dispatch.
- Due to the personal nature of the products we sell, we cannot replace or refund unwanted items that have been opened, used or where seals have been broken, unless the product is damaged or defective.
- If your order contained a gift with purchase, all products composing the gift with purchase must be returned along with the items you wish to return.
- Refunds are made to the original form of payment.
- You will be refunded the cost of the returned product(s) and when the return is received and processed. Shipping costs are non-refundable.

RETURN PROCEDURE

- To ensure quick processing, make sure you print and complete the return form and enclose it in the package.
- On the return form, please write the product item number, description, quantity and reason code for each product returned.
- Carefully pack your return in the original packaging to prevent damage during transit.
- Please note that you must retain proof of postage for all returns.
- Send the package back to us with the carrier of your choice (we suggest registered mail) to the following address:
IPSOCOS c/o COSIMA Laboratoire
6 rue du Parc des Vergers
91250 TIGERY - France