

Dear Customer  
 Ordering from a company can sometimes feel like a bit of a risk. We know that it's important for you to have peace of mind, and to be able to return or exchange products that you are not 100% happy with.  
 If you wish to return or exchange items bought from us, please:  
 1. Read the Delivery and Returns policy on our website and check that your return or exchange is in accordance with our terms.  
 2. Complete all of the details on this form for each item you are returning, include it in the box with your product, and post it to the return address below.  
 3. Include your daytime telephone number and email address in case of a query.

|                     |                                     |
|---------------------|-------------------------------------|
| YOUR ORDER DETAILS: | (PLEASE CONFIRM YOUR ORDER DETAILS) |
| <b>ORDER NUMBER</b> | <b>DATE RETURNED</b>                |
|                     |                                     |

**RETURN FORM** I WOULD LIKE TO RETURN ITEMS BOUGHT AT [WWW.LSA-INTERNATIONAL.COM](http://WWW.LSA-INTERNATIONAL.COM) IN ACCORDANCE WITH LSA INTERNATIONAL'S DELIVERY AND RETURNS POLICY

| PRODUCT CODE | PRODUCT DESCRIPTION | QTY | UNIT PRICE | REASON CODE* | REFUND (Y/N) | EXCHANGE (Y/N) |
|--------------|---------------------|-----|------------|--------------|--------------|----------------|
|              |                     |     |            |              |              |                |
|              |                     |     |            |              |              |                |
|              |                     |     |            |              |              |                |
|              |                     |     |            |              |              |                |
|              |                     |     |            |              |              |                |

**\*REASON CODE – PLEASE PROVIDE THE MAIN REASON FOR YOUR RETURN IN THE 'REASON CODE\*' BOX ABOVE**  
 1. WRONG ITEM SENT      2. INCOMPLETE ORDER      3. ITEM ARRIVED DAMAGED      4. ITEM ARRIVED TOO LATE  
 5. NOT AS PICTURE/DESCRIPTION      6. ITEM QUALITY      7. NO LONGER REQUIRED  
 8. OTHER (PLEASE SPECIFY):

**EXCHANGE FORM** I WOULD LIKE TO EXCHANGE ITEMS BOUGHT AT [WWW.LSA-INTERNATIONAL.COM](http://WWW.LSA-INTERNATIONAL.COM) IN ACCORDANCE WITH LSA INTERNATIONAL'S DELIVERY AND RETURNS POLICY

| PRODUCT CODE | PRODUCT DESCRIPTION | QTY | UNIT PRICE | REASON CODE* |
|--------------|---------------------|-----|------------|--------------|
|              |                     |     |            |              |
|              |                     |     |            |              |
|              |                     |     |            |              |
|              |                     |     |            |              |

**PLEASE NOTE**  
 If the new item you require, and it's postage, costs less than the one you have returned, we will refund you.  
 If the item you require costs more than the one you have returned, an additional payment is required (see below)  
 Refunds for items bought as gifts can only be given to the original purchaser

**YOUR CONTACT DETAILS**

Title \_\_\_\_\_ Initials \_\_\_\_\_

Surname \_\_\_\_\_

Address \_\_\_\_\_

Postcode \_\_\_\_\_

Email Address \_\_\_\_\_

Daytime telephone number \_\_\_\_\_

IF YOU HAVE ANY FURTHER CUSTOMER FEEDBACK PLEASE STATE IT HERE:

**OFFICE USE ONLY**

- Returned within timeframe
- Complete
- Undamaged and unused
- In original packaging

Warehouse process date: \_\_\_\_\_

Accounts process date: \_\_\_\_\_

NOTES:

**RETURN ADDRESS:** PLEASE RETURN ITEMS TO:

**Customer Returns Department**  
**LSA International**  
**Unit C2, The Dolphin Estate**  
**Windmill Road**  
**Sunbury on Thames**  
**TW16 7HE**