

STEP 1: Complete your personal details

Name / First Name :		
Address :		Post code :
Contact phone number :		
E-mail address :		

STEP 2: Complete order & item details

Order number:		Date of purchase:	
Item(s) description: <i>(Please indicate all relevant information including product name and quantity)</i>			

Reason for return: <i>(Please tick box and add any relevant comment)</i>	Defective item <input type="checkbox"/>	
	Wrong colour / size <input type="checkbox"/>	
	Unwanted item / Withdrawal of order <input type="checkbox"/>	
	Other <i>(please specify)</i> <input type="checkbox"/>	

What would you like us to do with your item(s)? <i>(Please tick box and add any relevant comment)</i>	Replace <i>(for same)</i> <input type="checkbox"/>	
	Refund <input type="checkbox"/>	

For security and hygiene reasons, no return is accepted for liquids, gels and food.

Signed inon /...../..... *(please indicate date in format DD/MM/YYYY)*

Customer name:

Customer signature: _____

STEP 3 : Return your item(s)

Wrap your item(s) securely and include the completed Returns Form above in the package. Then follow the below instructions for the return of your items.

Returns from Belgium

We offer our customers a free parcel return service (only in Belgium), through the network of our logistic partner, "Bpost".

1. Stick the "Return Parcel" label provided with your order on your return parcel.
2. Find a "Bpost" collection point on the website: <https://parcel.bpost.be/en/localisation>
3. Drop the return parcel at the "Bpost" collection point

Please note that this free parcel return service is only valid if you use the "Return Parcel" label provided with your order. In case you have not kept this label, please refer to the section below "Returns from other countries".

For security and hygiene reasons, no return is accepted for liquids, gels and food.

Returns from other countries

If you wish to return your item(s) from outside of Belgium, please complete and attach the Returns Label below to your parcel. We advise you use a recorded method of postage, so that you can track your parcel whilst it is on its way to us.

For security and hygiene reasons, no return is accepted for liquids, gels and food.

Cut out the returns address label below and stick to parcel

RETURN PARCEL	
To:	Lagardère Duty Free Belgium E-commerce Customer Service Vliegveld 132a 1820 Steenokkerzeel BELGIUM
Sender details:	
Name:	
Address:	
Postcode:	
Country:	
I have enclosed the completed Returns Form <input type="checkbox"/> YES	