

Returns / Exchange Procedure

Returning items – What to do:

1. Please complete the table below, select a reason for the return and confirm whether you would like a refund or an exchange.
2. Please ensure that you include your order number and confirm your request for a refund or an exchange.
3. Send your item(s) back to: **RapidLash, FDD International, Unit F, Ascot Business Park, Lyndhurst Road, Ascot, Berkshire, SL5 9FE**
(When returning items, we recommend you send them via the Post Office and retain a proof of postage).
4. Please enclose this form with your returned item(s).

Please note, a refund will only be approved and processed if the following are valid:

- Products are returned, unopened and in the original packaging
- Product packing and any security seals remain in tact
- Products are returned within 14 days of receipt

Refunds will be made for the value of the products only, unfortunately, postage is non-refundable.

I would like a REFUND for the following:

REASON CODE	ORDER No.	QTY	REFUND / EXCHANGE (✓)	FAULT (IF APPLICABLE)

Reason Codes: 1 – Poor Quality 2 – Arrived too late 3 – Item faulty 4 – Other (Please detail below)

COMMENTS: