



Exchange Form

Email: customerservice@ladyluxswimwear.com
 www.LadyLuxSwimwear.com
 Phone: (949) 756-1227
 Fax: (949) 644-5824

DATE: / /

Client Information:

| | | | |
|------------|-------------|------------------|--|
| Last Name: | First Name: | Assigned R.A. #: | Purpose of Return: (Check One) |
| | | | Exchange: <input type="checkbox"/> |
| | | | Store Credit: <input type="checkbox"/> |

Billing Information:

Last Name: _____ First Name: _____

Billing Address (Number, Street, City, State/Province, Postal Code): _____

| | | |
|-------------------------|-----------------------------|----------------|
| Telephone Number (Day): | Telephone Number (Evening): | Email Address: |
| | | |

Shipping Information (If different from billing):

Last Name: _____ First Name: _____

Shipping Address (Number, Street, City, State/Province, Postal Code): _____

| | | |
|-------------------------|-----------------------------|----------------|
| Telephone Number (Day): | Telephone Number (Evening): | Email Address: |
| | | |

Return Item Details:

| Quantity: | Style Name & Number: | Size: | Color: | Exchange Code (Chart Below): |
|-----------|----------------------|-------|--------|------------------------------|
| | | | | |
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Return Reason Codes:

| Code: | Description: | Code: | Description: |
|-------|------------------------|-------|-----------------------|
| 21 | Size is too small | 71 | Do not like the style |
| 11 | Size is too big | 41 | Wrong item shipped |
| 52 | Do not like the fabric | 45 | Defective |
| 14 | Do not like the color | 35 | Other |

Items Exchanged For Returned Merchandise:

| Quantity: | Style Name & Number: | Size: | Color Group: |
|-----------|----------------------|-------|--------------|
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| | | | |

Payment for Balance Due: THIS INFORMATION MUST BE PROVIDED TO COMPLETE YOUR EXCHANGE

Credit Card Type (Please check one):

| | |
|--------------------------|------------|
| <input type="checkbox"/> | Visa |
| <input type="checkbox"/> | Mastercard |
| <input type="checkbox"/> | Amex |
| <input type="checkbox"/> | Discover |

Name on Credit Card: _____
 Credit Card Number: _____ Security Code: _____
 Expiration Date: (mm): _____ (yyyy): _____
 Signature: _____
 Date: _____

***PLEASE SEE BACK SIDE**

Lady Lux[®] Swimwear

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Exchange Policy:

Lady Lux[®] would like to ensure all of our valued customers experience hassle free transactions. We ask that you please read the following so that your transaction is a quick and easy experience.

All sales are final. **No Refunds.** We will gladly exchange the size or style within 7 days of the delivery date. All items must have tags and liners in place. Due to health regulations, items that are soiled, worn, damaged or laundered will not be accepted. If we receive such goods in any of these conditions, we will charge you \$35.00 and return the item(s) to you. Once tags are removed from merchandise, we are not responsible for any damages that occur. In an unlikely event the merchandise is defective, we will gladly replace the item at no additional charge to you.

For all authorized exchanges, you must first email us at customerservice@ladyluxswimwear.com to be assigned an Authorization Code. This assigned Authorization Code must clearly be written on the front of the package returned to us. We must receive the item you are exchanging within 10 days of the time you were assigned the Authorization Code. After 10 days, the assigned Authorization Code will be void. Please fill out the exchange form in its **ENTIRETY** to ensure that your exchange is processed in a timely manner without any delays. Any package returned to us without a completed exchange form will not be processed. Please indicate what items you are returning as well as what you would like to exchange. Shipping will be charged to shipments of exchanged orders and will be billed to the original method of payment. Any customer doing excessive returns will be taken off our customer list and no further orders will be accepted.

Please send your package via prepaid, insured, traceable method to ensure a safe and documented delivery to:

Lady Lux Swimwear
ATTN: RETURN PROCESSING
2549B Eastbluff Drive # 142
Newport Beach, CA 92660