

RETURNS/EXCHANGES

We stand behind every product we sell. If you are not absolutely satisfied with your purchase for any reason, we will provide a full refund for merchandise returned within **30 days** of your purchase date. Unfortunately shipping fees are not refundable. To review our full return policy, please visit www.eliksir.com.

First Name _____ Last Name _____

Address _____

E-Mail _____ Phone _____

RETURNED ITEMS

QTY.	ITEM NO.	DESCRIPTION	REASON CODE(S)	TOTAL

1 Changed mind
2 Product damaged, but shipping box OK
3 Product and shipping box both damaged
4 Wrong item was sent
5 Product arrived too late

6 Didn't like texture
7 Didn't like scent
8 Didn't like color
9 Caused breakouts
10 Had reaction (please explain below)

11 Pump doesn't work
12 Broken seal
13 Product leaked
14 Other (please explain below)

Comments: _____

NEW ITEMS

QTY.	ITEM NO.	DESCRIPTION	TOTAL

For Exchange Balance:

- Charge the default card on file (registered users only)
 Please call me for payment (if we don't reach you, we will leave a voicemail and email you to contact our call center when you are ready to provide your payment information)

EXCHANGES

Once we have received your returned item(s) and the completed returns form, we will begin to process your exchange as a separate order for the new items. If the item(s) requested cost less than the item(s) returned, the difference will be issued back to your method of payment. **You will receive an e-mail confirmation when your exchange is processed.**

Note to International Customers: Because duties and taxes are collected by the governing country (and not Elixir) we cannot provide a refund for these expenses.

GENERAL RETURN PROCESS

1. Fill out return form.
2. Package items for return in any secure box and enclose the completed form.
3. Mail item(s) to:
Elixir Returns
171 Railway Arch,
London,
England,
SE17 3PZ
4. Please allow 7-14 working days for your return to be processed and for our customer care team to contact you. You will receive an e-mail confirmation once your return or exchange has been processed.

For questions, please visit our website eliksir.com/returnspolicy