

# Returning Goods to Roches

Customer satisfaction is very important to Roches. If for any reason you are dissatisfied with your purchase, we are happy to refund eligible products.

## Before Making a Return:

- Returns and refunds must be initiated within 28 days of the original shipping date.
- Items must be unworn, unused, and in an as-new, resalable condition.
- Altered or damaged items, caused by the customer, as well as those without original tags, are not eligible for returns.
- Custom-made systems and wigs are non-refundable.
- Products should be returned in their original packaging.
- When trying on a wig, please use the provided wig cap.
- When trying on swimwear, ensure you try it on over your underwear.
- For hygiene reasons, skincare, cosmetics, and lingerie briefs are not eligible for a refund or return.
- Roches cannot accept any liability for products lost or damaged in transit.
- Postage costs for returns and exchanges are at the customer's expense.

NOTE: We provide a complimentary wig cap with each wig order, for hygienic purposes. This helps to maintain the product's eligibility for return. In the event you return any wigs, please keep this complementary cap.

## Making a Return:

Please return the goods undamaged with original tags and packaging, **ensuring to enclose your completed returns form.**

Upon receipt and assuming the goods are eligible for a return or refund, Roches will refund you using your original payment method, within 28 days.

Thank you for buying from Roches

# Roches.ie Returns Form



Please complete this form in full and enclose with any item(s) being returned.

<b>Name on Order:</b>	<b>Order Number:</b>
<b>Email Address:</b>	

Product Name:	Size:	Colour:	Quantity Returned:	Reason Code:

- 1 Too Big
- 2 Too Small
- 3 Incorrect Colour
- 4 Incorrect Item
- 5 Don't Like
- 6 Not as Expected
- 7 Faulty
- 8 Unsuitable
- 9 Ordered Options to Try

### How to Return your Item(s):

Please carefully read 'Before Making a Return'

#### Option 1: Drop it into our store

Return the goods to our shop, undamaged with their original tags and packaging, and this form completed with your details.

#### Option 2: Post it

Complete this form and enclose it with your item(s) for return. Carefully parcel your item(s), they are your responsibility until they reach us, so make sure they cannot get damaged as it may impact refund eligibility.

Clearly address the parcel:

Roches  
153 Lower Kimmage Road,  
Dublin 6W  
D6W RD30