PAESE

paesecosmetics.co.uk · info@paesecosmetics.co.uk

CANCELLATION & RETURNS FORM

Complete on screen or print, then email or post to us

Using this form is optional - a clear email saying you wish to cancel is enough. You do not need to give a reason.
Fill in the fields below, save the file and attach it to an email, or print it and include it in your parcel.

1 YOUR DETAILS

Full name *

Email address *

Address *

Town / city

Postcode *

Phone (optional)

2 ORDER DETAILS

Order number *

Ordered on (DD/MM/YYYY)

Received on (DD/MM/YYYY)

3 ITEMS YOU ARE RETURNING

Product name and shade	Qty	Reason (optional)

4 TYPE OF RETURN

- ☐ Cancellation - change of mind within 14 days of delivery
- ☐ 30-day returns offer - unused, unopened, hygiene seals intact
- ☐ Faulty, damaged or incorrect item - we will arrange return postage at our cost

5 DECLARATION

I/We hereby give notice that I/we cancel my/our contract of sale of the goods listed above.

Signature (only if sent on paper) / typed name

Date (DD/MM/YYYY) *

* Required so we can find your order. Please do not include card or bank details. We use these details only to process your return - see our Privacy Policy.

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How to send your return

1 TELL US

Email this form (or a short message) to info@paesecosmetics.co.uk with your order number.
For change-of-mind cancellations, tell us within 14 days of receiving your order.

2 PACK IT

Pack the items securely, ideally in the original packaging, and put a copy of this form or a note with your name and order number inside the parcel.

3 POST IT

Send the parcel to the address below within 14 days of telling us. Use a tracked service and keep your proof of postage. You pay for change-of-mind returns.

4 GET YOUR REFUND

We refund your original payment method within 14 days of receiving the goods (or proof that you sent them), including the standard delivery charge if you return the whole order.

GOOD TO KNOW

- 30-day returns: as well as your legal 14-day right, you can return unused, unopened products with intact seals within 30 days.
- Hygiene seals: sealed cosmetics that have been opened after delivery cannot be returned for change of mind.
- Faulty, damaged or wrong item? Email us first with your order number and a photo - we cover the return postage.
- This form does not affect your statutory rights under the Consumer Contracts Regulations 2013 and Consumer Rights Act 2015.

Cut out and attach to your parcel

RETURN TO:

PAESE Returns - Glownetic Ltd
Flat 21 Garden House
The Grange
London N2 8EG
United Kingdom

FROM / ORDER NUMBER: