

**ONLINE RETURNS FORM**

<b>ORDER DATE</b>	
<b>ORDER NUMBER</b>	
<b>RETURN ITEM</b>	
<b>FULL NAME</b>	
<b>EMAIL ADDRESS</b>	
<b>TELEPHONE NUMBER</b>	
<b>REASON FOR RETURN</b>	

**RETURN INSTRUCTIONS**

**STEP 1:** Complete this form and enclose in your returns package.

**STEP 2:** Package the product in secure, sealed packaging.

**STEP 3:** Return your item to the following address within 45 days of receiving your order: Returns, Cloud Nine, A2 Hornbeam Square West, Harrogate, HG2 8PA

**All returns products must be unmarked and undamaged, including the original packaging.**

**\*Please note: the 45 day no quibbles guarantee excludes personalized products**

We advise that you used a registered delivery service and retain the proof of postage for your return, as Cloud Nine cannot be held responsible for lost or damaged items.

We will aim to process your return and issue a full refund within 7 working days of receipt.

For more information on our returns policy, please visit

[www.cloudninehair.com/returns](http://www.cloudninehair.com/returns).