



AMERICAN DREAM

THE EXPERTS IN HAIR EXTENSIONS

RETURN BY POST

I would like to send the goods back for a CREDIT NOTE or EXCHANGE

1. Items must be returned to us in their original condition within 7 working days for a credit note.
2. Returned hair should not be detached from its packaging as this would void any return due to hygiene reasons.
3. Please fill out the form and send back with return items by registered post to:

American Dream
Returns Dept.
Unit 2A, The Quad
Butterfield Business Park
Great Marlings
Luton
LU2 8EF

ORDER NUMBER _____

CONTACT NAME _____

DELIVERY ADDRESS _____

PHONE _____

EMAIL _____

4. If you want a different item to the one originally ordered, send the original product back for a credit note and start a new order.

IMPORTANT - Returns from outside the European Union

If you are returning the item outside the European Union please mark on both sides of the package:

RETURNED GOODS OF UK ORIGIN

Failure to do this will result in your items returning back to you as we will not pay customs duty on our own goods.

FEEDBACK: *(your feedback is really important to us so please write any relevant comments in this box)*

NEW: Online Customer Satisfaction Survey! Please visit <http://tinyurl.com/ADMOCSS1> to participate anonymously.

If you have any queries, please contact our Customer Service team on +44 (0) 1582 320 100 or email us at customerservice@americandreamextensions.com

Customer Service Dept is open: Monday to Friday 10am - 5pm

CREDIT/EXCHANGE CODES

01 - I have changed my mind

02 - Colour Shade not correct

03 - Manufacturers Fault

04 - Wrong Item sent out

05 - I don't like this product

Please CREDIT or EXCHANGE the following:

Brand	Product Code	Product Description	Length	Colour	Price Paid	Order Quantity	Quantity Returned	Credit [C] Exchange [E]	Credit/Exchange Code	Replacement Product Code	Replacement Colour	Replacement Length
e.g.AD	A1/QFC12/18/1	American Dream Human Hair Clip In	18	1	£15.00	5	3	C	01	N/A	N/A	N/A

Please use an extra sheet of paper if there is not enough room above.

PLEASE NOTE: All UK-based cutomers exchanged goods will be sent by Royal Mail 2nd Class Recorded Delivery which will take 3-10 working days to be delivered.
If you wish to receive your goods by NEXT DAY or any other service then please call our customer service team on +44 (0) 1582 320 100 to arrange additional payment.
For full Terms & Conditions go to www.americandreamextensions.com