

RETURN FORM

Please complete all sections of this document and place it inside your package. Cut out the label on the right and paste it onto the outside of the parcel.

CUT AND PASTE ONTO THE PARCEL

SHIPMENT RECIPIENT:

MIRTYLLA - GB
VIA NOVARA, 62
28066 GALLIATE (NO) - ITALY

E-Commerce Returns

1. CUSTOMER & ORDER DETAILS

Full Name:

Order Date:

Order Number:

Phone / Email:

2. ITEMS TO BE RETURNED

PRODUCT DESCRIPTION (TOP / BRIEFS / ITEM NAME)	RETURNED SIZE	QTY	REASON FOR RETURN (OPTIONAL)

3. PREFERRED REFUND OPTION

- Refund to original payment method (Credit Card, PayPal, etc.)
- Store Credit / Gift Voucher to be used on our website for a future purchase
- Bank Transfer (applicable if original payment was made via Bank Transfer). Please specify your details:
IBAN / SWIFT: _____
Account Holder: _____

4. DATE AND SIGNATURE

Date:

Customer Signature:

⚠ TERMS AND CONDITIONS FOR RETURN ACCEPTANCE

- Shipping Responsibility:** The return shipment is under the sole responsibility of the customer until it is successfully delivered to our warehouse. In case of loss, theft, or damage during transit, a refund cannot be processed. We highly recommend using a trackable shipping service.
- Hygiene Check:** Always try on products over your own underwear. Items showing signs of wear, dirt, or stains will not be eligible for a refund.
- Product Condition:** We only accept items that are unworn, unwashed, unused, and undamaged, returned inside their original packaging and with all tags intact and attached to the garment.
- Timelines & Costs:** The right of withdrawal must be exercised within 14 working days from the delivery of the goods. Return shipping costs are borne by the customer.