



RETURN/EXCHANGE FORM
100% Satisfaction Guaranteed!

NAME: _____ ORDER NUMBER: _____

Table with 4 columns: SKU, QUANTITY, REFUND or EXCHANGE?, REASON (USE TABLE BELOW)

REASONS FOR RETURN/EXCHANGE

Table with 3 main sections: SIZING (Too Large, Too Small), QUALITY (Not as Pictured, Don't like fabric, etc.), SERVICE/OTHER (Wrong item shipped, Arrived late, etc.)

FOR EXCHANGES, LET US KNOW WHAT YOU'D LIKE

Table with 4 columns: SKU, SIZE, COLOR, QUANTITY

THINGS TO KEEP IN MIND:

- o All items must be unworn and have all original tags attached to qualify for a full refund.
o You may return your items for a refund within 30 days of purchase or 60 days for an exchange.
o You will not receive a refund/exchange until we receive and process your returned items.
o Due to hygienic reasons, returns on panties will not be accepted unless the item is defective.
o Return shipping costs are the responsibility of the customer and are not refundable.
o The cost of shipping back a replacement or exchanged item to you will be paid by Ilusión.
o In the return process, Ilusión is not responsible for any lost packages.

STEPS FOR SUCCESS:

1. Fill out this return/exchange form.
2. Pack your items securely (unworn with all original tags), include your completed return/exchange form, and a copy of the invoice.
3. Take the package to your preferred shipping carrier and method.

SEND RETURNS TO:

LA Ilusion Inc.
Returns Processing
6971 Bandini Blvd
Commerce, CA 90040

QUESTIONS?

We are here to help!
Email: customerservice@ilusion.com
Phone: 1-855-458-4968
Thank you for shopping with us!