

RETURN LABEL

Please write here the Order ID: _____

And include this document into the packet destined to:

Twinne Ltd
Room 20, 91 Linden Gardens
W24EX, London, UK

As an online business, we aim to provide a Returns service that is totally hassle-free for you.

The refund procedure is entirely performed through our website. All what you need to do is to login to <http://twinne.com> using your account details, go to your profile page and select "My orders". Here you can select the items you want to return and click on the link "Request a refund".

You have 7 days from the receipt of the items to perform a refund request.

At this point you need to compile the returns label. Please note it is very important that when you return an item, we know the order number it relates to (Order ID). Without these details we won't be able to take the action you want us to.

You can now dispatch the items to the address written above. You have 28 days from the refund request to return the items to us.

Once we receive your items, we will inspect and process the goods within 24 hours to ensure you receive what you want as quickly as possible.

So you are kept informed, we will send you an email confirming the action we have taken, as soon as we are confident the goods are in their original condition.

Any refund will automatically be issued to the card used to make the original purchase.

We hope to see you soon!

<http://twinne.com>

<http://help.twinne.com>

<http://www.facebook.com/twinne.com>