



RETURN/EXCHANGE FORM

100% Satisfaction Guaranteed!

NAME: _____ ORDER NUMBER: _____

SKU	QUANTITY	REFUND or EXCHANGE?	REASON (USE TABLE BELOW)

REASONS FOR RETURN/EXCHANGE

SIZING	TOO LARGE	TOO SMALL	QUALITY		SERVICE/OTHER	
OVERALL	1	2	NOT AS PICTURED	9	WRONG ITEM SHIPPED	13
CHEST/BUST	3	4	DON'T LIKE FABRIC	10	ARRIVED LATE	14
WAIST	5	6	DON'T LIKE COLOR	11	CHANGED MIND	15
LENGTH	7	8	DON'T LIKE STYLE	12	DEFECTIVE	16

FOR EXCHANGES, LET US KNOW WHAT YOU'D LIKE

SKU	SIZE	COLOR	QUANTITY

THINGS TO KEEP IN MIND:

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

LA Ilusion Inc.
Returns Processing
625 South Los Angeles Street
Los Angeles CA 90014

QUESTIONS?

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