

LASCANA

IT'S A WOMAN'S WORLD®

SLOT #

RETURN ADDRESS:

LASCANA®

BATCH #

11711 Marco Beach Drive
Jacksonville, FL 32224-7615

BILL TO:

SHIP TO:

CUSTOMER SERVICE:

1-888-772-3160

7 DAYS A WEEK

AVAILABLE 24 HOURS A DAY

lascana.com

CUSTOMER #:

ORDER #:

TIME/DATE:

QTY: BIN STYLE # DESCRIPTION UNIT \$ TOTAL

Exchange for items listed below.
See reverse side to specify shipping instructions

Please provide a refund.

Order #

RETURN QTY	RETURN STYLE # AS LISTED ON INVOICE	REASON CODE	NEW QTY	NEW STYLE #	NEW SIZE	NEW COLOR	DESCRIPTION	PRICE

Please provide exchange information to the right.

PLEASE SELECT RETURN REASON CODE TO HELP US IMPROVE OUR SERVICE TO YOU.		
TOO BIG	TOO SMALL	QUALITY/SERVICE
1 CHEST/BUST	9 CHEST/BUST	17 DEFECTIVE
2 WAIST	10 WAIST	18 INCORRECT ITEM SHIPPED
3 SEAT/HIP	11 SEAT/HIP	19 ARRIVED TOO LATE
7 OVERALL SIZING	15 OVERALL SIZING	20 COLOR
8 TOO MUCH COVERAGE	16 TOO LITTLE COVERAGE	21 STYLE
		22 FABRIC
		23 CHANGED MIND

Shipping & Processing **FREE**

In a hurry? Add \$6.00 extra for 2 Day delivery. US only.

SEE REVERSE SIDE

About LASCANA®

LASCANA® – “It’s a woman’s world” is a brand with over a decade of retail experience in Europe. LASCANA® launched its US website in 2017 with the mission of inspiring the American woman to look and feel fabulous in her own body.

LASCANA® is the ultimate destination for shopping cutting-edge swimwear, beautiful summer clothing and sensual lingerie, all specially developed by women for women. At LASCANA® we are committed to creating stunning, high quality and affordable collections ranging from sizes 0 to 24 and cups AA to G to suit every woman’s needs.

Apart from the key brand LASCANA®, you can also shop for a variety of additional leading brands at www.lascana.com, including s.Oliver, JETTE, bruno banani, Venice Beach and many more.

LASCANA® – “It’s a woman’s world” stands for the perfect fusion of sensuality and competence.

IT'S A WOMAN'S WORLD®

Exchanges & Returns

5 Easy Steps to Return or Exchange an Item

Thank you for shopping with LASCANA®. It is important to us that you are completely satisfied with your purchase. If for any reason you find it necessary to exchange or return any item, please follow the simple directions below or visit lascana.com for more details.

- 1) **Return your item within 90 days** and include this form for a prompt exchange or refund. Merchandise must be in a new and unused condition.
- 2) Complete bottom portion of invoice (see reverse side) that was included with your package and indicate if you prefer an exchange or refund. **Exchange shipping is FREE**, regardless of the number of items you order.
- 3) Indicate a return reason code next to the item you are exchanging or returning to provide us with valuable feedback.
- 4) If you are paying the balance of an exchange with a credit card that is different from what was used on the original order, please contact customer care at **1-888-772-3160**.

If requesting a refund, we will credit your original method of payment. It is not necessary to provide your credit card number.

- 5) Send your return back to LASCANA® using the pre-paid label enclosed in your package or by insured USPS mail or UPS. The fee for shipping the package back to LASCANA® is the responsibility of the customer.

Returns should be sent to:
LASCANA® Returns Department
11711 Marco Beach Dr.
Jacksonville, FL 32224-7615

Convenient Prepaid Return Label

For your convenience, we have provided a prepaid return label located in your package. If you choose to use the return label, you can ship it back to us via UPS or USPS. Simply peel off the label for your chosen carrier, place the label on your package, and follow the return instructions located on the back of the return label. Please note that use of the prepaid return label will result in a \$6.95 deduction from your refund/exchange credit. For your reference, keep the peel off tracking number located just below the label you selected.

In a Hurry? Exchange by Phone

If you need your exchange right away, call and place a new order at **1-888-772-3160**. We will charge your credit card for the new order and then issue a credit when your return is received and processed. Shipping is FREE when exchanging by phone!

Specify Your Shipping Instructions Here:

(If different from billing address)

Name _____

Address _____

City _____

State _____ Zip _____

Home Phone _____

Cell Phone _____

Email address _____

Additional Comments? _____
