

VICTORIA'S SECRET

I. 800.888.1500 or Service@VictoriasSecret.com
International 937.438.4197

EXCHANGE AND RETURN FORM

STEP 1 - Please fill out the Information below.

Customer Number _____

Order Number _____

BILLING INFORMATION:

Name _____

Address _____

City _____ State/Prov. _____ ZIP _____

E-mail _____

Telephone Daytime _____ Evening _____

SHIP TO ADDRESS: (If different from Customer Billing Information)

Name _____

Address _____

City _____ State/Prov. _____ ZIP _____

E-mail _____

Telephone Daytime _____ Evening _____

STEP 2 - How would you like us to handle your request?

Shipping and handling fees are not refundable.

Exchange item (Please fill out reorder section below)

Refund/Credit

I am returning a gift. Please send (check one):

Exchange Credit (Merchandise Certificate)

STEP 4 - Please place your reorder here.

Qty	Page No.	Cat. Code	Item Number	1st Choice Color#	Alternate Color#	Size	Description	Price Each	Total
I	25	RF	104-242	099	230	M	EXAMPLE	\$29.00	\$29.00

STEP 5

Enclose this form along with the merchandise in a secure package. Attach the Return Label to the outside and return through any UPS shipper or by insured mail. Please allow 30 days for us to receive your return and process your request.

----- PLEASE CUT ALONG DOTTED LINE -----

RETURN LABEL

VSD

ATTN: RETURNS PROCESSING
8695 E. BROAD STREET
REYNOLDSBURG, OH 43069-0001
U.S.A.

CARRIER WILL NOT RETURN WITHOUT RETURN POSTAGE.

STEP 3 - List item(s) you are returning, including reason. (Refer to chart below.)

Qty	Cat. Code	Item Number	Color	Size	Description	Reason
I	RF	104-242	099	M	EXAMPLE	42

Sizing	Too Small	Too Large	Service	Quality
Overall	28	22	11 - Wrong item shipped	16 - Marked, spotted, stained
Chest/Bust	29	23	12 - Late arrival	17 - Quality of fabric
Waist	30	24	13 - Part of a discontinued set	18 - Workmanship
Seat/Hips	31	25	14 - Duplicate shipment	19 - Defective
Rise/Crotch	32	26	15 - Had cancelled merchandise	20 - Coordinates did not match
Length	33	27		21 - Item not as pictured
Product Performance			Style/Preference	Other
34 - Excessive Fading			37 - Do not like fabric	40 - Changed mind
35 - Excessive Shrinkage			38 - Do not like color	41 - Gift-do not want
36 - Durability			39 - Do not like style	42 - Reason not listed

Please check here if you would like to include additional comments. You may list your comments on the back of this form.

METHOD OF PAYMENT: All prices stated in US dollars. Please include credit card number and expiration date with credit card orders.

Check or Money Order Enclosed (US funds only) Gift/Merchandise Certificate

Gift Certificate Number _____ Pin _____

Charge to my (check one): Victoria's Secret MasterCard American Express
 Discover Visa JCB

Credit Card Number _____ Expiration Date _____

Signature _____

NOTE: Additional merchandise ordered may qualify for additional special offer or require additional shipping and handling charges. If no method of payment is provided, the original credit card will be charged for any balance due. A full accounting will be included with your merchandise when it is shipped. If you have any questions about your return, please email us at Service@VictoriasSecret.com.

We will gladly issue a refund, credit or exchange for the value of the merchandise returned within 90 days of purchase. If you find you need to return merchandise after 90 days, we will issue a merchandise certificate for the value of the merchandise. Special offers may be subject to reduction by a return/exchange or cancellation.

VICTORIA'S SECRET STORES CANNOT ACCEPT VICTORIA'S SECRET DIRECT (CATALOGUE OR INTERNET) RETURNS OR EXCHANGES. VICTORIA'S SECRET DIRECT CANNOT ACCEPT STORE RETURNS OR EXCHANGES.