

# VICTORIA'S SECRET

## PRINTABLE RETURN & EXCHANGE FORM

**ORDERS** VictoriasSecret.com or (800) 888-8200

**CUSTOMER SERVICE** (800) 888-1500

**INTERNATIONAL** (937) 438-4197

**ABOUT RETURNS & EXCHANGES**

Thank you for shopping with Victoria's Secret. We take great pride in our reputation for quality and excellent value. It is important to us that you are completely satisfied with your purchase. If for any reason you do not absolutely love your selections, we will gladly issue a refund for the value of the merchandise or exchange your items within 90 days of purchase. Original shipping and handling fees are not refundable. Offers are subject to adjustment due to returns, cancellations, and exchanges. Merchandise returned after 90 days may be exchanged or refunded in the form of a merchandise card. A gift return will be refunded in the form of a merchandise card.

**STEP 1: PLEASE FILL OUT THE BILLING INFORMATION BELOW**

CUSTOMER NUMBER: \_\_\_\_\_

ORDER NUMBER: \_\_\_\_\_

NAME: \_\_\_\_\_

C/O: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ APT/SUITE: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE/PROV: \_\_\_\_\_ ZIP/POSTAL CODE: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

**DROP OFF YOUR CATALOGUE OR ONLINE PURCHASE IN STORE**  
(WITHIN THE U.S. AND PUERTO RICO)

Here's how:

- Bring your items to a store near you. Don't forget your invoice! Our sales associates are unable to process a return or an exchange without an invoice.
- An associate will accept your return and give you a drop-off receipt.
- You will receive credit once your return is received and processed by our fulfillment center.

**STEP 2: PLEASE FILL OUT THE INFORMATION BELOW IF SHIPPING TO ANOTHER ADDRESS OTHER THAN YOUR BILLING ADDRESS**

NAME: \_\_\_\_\_

C/O: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ APT/SUITE: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE/PROV: \_\_\_\_\_ ZIP/POSTAL CODE: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

**STEP 3: PLEASE SELECT ANY THAT APPLY. I AM:**

- CHANGING MY PAYMENT METHOD       RETURNING A GIFT

**STEP 4: LIST THE ITEM(S) YOU ARE RETURNING INCLUDE A REASON (see charts at right)**

QTY RETURNED	REASON RETURNED	PAGE NO.	CAT CODE	ITEM NO.	COLOR NO.	SIZE	DESCRIPTION	SIZING	TOO LARGE	TOO SMALL	QUALITY/PREFERENCE	SERVICE/OTHER
1	11	25	KC	102-209	92	XS	EXAMPLE	OVERALL	22	28	19-DEFECTIVE	11-WRONG ITEM SHIPPED
								CHEST/BUST	23	29	21-NOT AS PICTURED	12-LATE ARRIVAL
								WAIST	24	30	37-DON'T LIKE FABRIC	14-DUPLICATE SHIPMENT
								LENGTH	27	33	38-DON'T LIKE COLOR	40-CHANGED MIND
											39-DON'T LIKE STYLE	

**STEP 5: LIST THE ITEM(S) YOU WOULD LIKE IN EXCHANGE FOR YOUR MERCHADISE**

PLEASE CHECK HERE IF YOU HAVE MORE THAN 5 ITEMS TO RETURN. LIST ADDITIONAL ITEMS ON REVERSE.

QTY	PAGE NO.	CAT CODE	ITEM NO.	COLOR NO.	ALT COLOR	SIZE	DESCRIPTION	PRICE EACH	TOTAL
1	25	RF	102-242	99	230	M	EXAMPLE	\$20.00	\$20.00

**STEP 6: PAYMENT FOR BALANCE**

NOTE: If no method of payment is provided and your exchange results in a balance due, the original credit card will be charged for any balance due.

**PLEASE CHARGE TO MY (check one):**

- VICTORIA'S SECRET       VISA       AMERICAN EXPRESS
- DISCOVER       MASTERCARD       JCB

CC#: \_\_\_\_\_ EXPIRATION DATE: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

- CHECK OR MONEY ORDER (in U.S. funds)
- VICTORIA'S SECRET PAPER GIFT/MERCHANDISE CERTIFICATE (must be attached)
- VICTORIA'S SECRET GIFT CARD/MERCHANDISE CARD

GIFT CARD NUMBER: \_\_\_\_\_ GIFT CARD PIN: \_\_\_\_\_

**STEP 7: RETURN YOUR PACKAGE**

Enclose this form along with your merchandise in a securely sealed package that has all original shipping labels covered and removed. Attach the Return Label to the outside and return via an insured/traceable method. Please allow 30 days for us to process your request upon receipt.

**VSD**

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

CARRIER WILL NOT RETURN WITHOUT POSTAGE

RETURN LABEL — CUT ALONG DOTTED LINE