

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.

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 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: _____

STEP 2 - Please fill out the information below if shipping to an address other than your billing address:

Name: _____
 C/O: _____
 Address: _____ Apt/Suite: _____
 City: _____ State/Prov: _____ Zip/Postal Code: _____
 Phone Number: _____

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 including reason (see chart at right)

Quantity Returned	Return Reason	Page No.	Cat Code	Item Number	Color #	Size	Description
1	11	25	KC	102-209	92	XS	Example

Sizing	Too Large	Too Small	Quality/Preference	Service/Other
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 return merchandise

Please check here have more than 5 exchange items and have listed additional items on the reverse side.

Qty	Page No.	Cat. Code	Item Number	Color #	Alternate Color #	Size	Description	Price Each	Total
1	25	RF	102-242	99	230	M	Example	\$20.00	\$20.00

STEP 6 - Payment for balance due:

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.

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

Credit Card Number _____ Expiration Date _____

Signature _____

- Check or Money Order Enclosed (in US 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 or 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