

Mme Formtastica says: let's make this as magical as the rest of our services

So sorry to hear that you want to return your HOF purchase, but hey, we won't make a fuss.

At this moment we are only accepting returns for a refund. If you wish to order a different colour or size, please return your original purchase and re-order the item. To return your item simply fill the form below and send it to me via mail: support@houseofformlab.com also add a copy of the form with your return order.

You have 14 days (from the acceptance of the delivery) to return the product and request a refund. Please note that the item must be in its original packaging and not show any signs of forced damage.

If you encounter a damaged or faulty item, kindly reach out to our customer service team and provide a detailed description of the issue. Additionally, please include clear images of the damaged product. This will enable our team to promptly assist you in resolving the matter.

The cost of returning the package is on your own account.

When sending the package via your local postal service or otherwise, please request a track and trace delivery, as we won't refund you if the package does not arrive at our requested postal address.

1. Please fill out this return form and send a it to support@houseofformlab.com

NOTE: Include a copy in your return package.

2. If you require another size or color, or if you prefer an alternative item(s), then you can place a new order and return the original item(s) to us for a refund.

3. Return the package to the return address, which you can request from our customer service. Please note that you need to arrange the return shipment and that the goods are your responsibility until they reach our warehouse. HOF cannot be held responsible for the loss or damage of the returned item(s), therefore, we advise you to return your goods with registered mail. Please make sure you wrap your return carefully to prevent any damage to the items.

4. Returns can take up to 21 working days to get back to us. It is very important to enclose this form with your parcel to enable us to process your return within two weeks of receipt. Refunds will be made to the same account you paid for the order with.

5. Please send a proof of postage, including the tracking code, until we have confirmed that your refund has been processed. You can email this to support@houseofformlab.com

RETURN FORM

Customer details

Name:

Address:

City:

State:

Country:

Order-number:

Item details

Product(s):

Reason of Return:

Date:

Please contact our customer support for the right supplier return address.
If you have any questions, comments, or just want to have a chat please contact us at support@houseofformlab.com