

KATE FORD

ONLINE RETURNS FORM REQUEST

This form must be sent back to KATE FORD prior to sending your return back for approval

Please return your item/s within 15 days of delivery. We do not accept returns under any circumstance if we believe the garment has been worn or damaged upon arrival. All sale items are final and no exchange, refund or store credit will be accepted. Faulty items will undergo an investigation by the returns team upon receiving your return request and further information and images may need to be provided prior to sending your item back.

Please ensure a return request is emailed to returns@kateford.com.au prior to sending your item/s back to us, and the returns team will review your request and provide you a response within 5 business days. Upon confirmation approval for your return, ensure your returns form and original order number is included in your package. All returns will only be accepted in the condition they were sent out in, with all original tags and packaging in tack.

PLEASE REMEMBER WE ARE A SEASONAL BRAND AND WE CANNOT ACCEPT EXCHANGES DUE TO NOT BEING ABLE TO HOLD STOCK AWAITING YOUR RETURN. YOU WILL AUTOMATICALLY RECEIVE A STORE CREDIT TO GO TOWARDS YOUR NEXT KATE FORD PURCHASE IF YOU SEND YOUR ITEM BACK FOR AN EXCHANGE REQUEST.

All return fees will be paid on behalf of the customer to return your item/s to the KATE FORD HQ. KATE FORD is not liable for any shipping fees unless stated otherwise.

ORDER SUMMARY

DATE: _____ ORDER NUMBER: _____

FIRST NAME: _____ LAST NAME: _____

ADDRESS: _____

PRODUCT NAME	REASON CODE	EXCHANGE ITEM REQUESTED

1. Too Small - 2. Too large - 3. Faulty - 4. Looks Different to Website - 5. Delivery Problem - 6. Doesn't suit me - 7. I ordered more than one size/colour - 8. Received wrong product - 9. Poor Quality - 10. I don't like it

I WOULD LIKE:

STORE CREDIT:

FAULTY/REFUND:

KATE FORD

ONCE YOUR RETURN HAS BEEN APPROVED, PLEASE SEND YOUR PARCEL BACK TO:

RETURNS AT KATE FORD PTY LTD
PO BOX 80,
OYSTER BAY, NSW
2225, AUSTRALIA

Your return request will be processed within 5 - 7 working days of the KATE FORD returns team receiving your item/s and you will be emailed with the outcome.

For any further information regarding our policy, we invite you to please view our returns policy at our website:

<https://kateford.com.au/pages/returns-policy>

Or if you have any other questions please email customercare@kateford.com.au

IMPORTANT

Items must be returned within 15 days from the date of delivery. Items returned outside this period will not be accepted. Items must be in original condition and must not have been worn, altered or washed. All tags must remain in place. We strongly suggest all items are tried on as soon as they are received. Purchases made from other stores cannot be returned via the KATE FORD online store. Returns must be approved prior to sending to ensure we are able to fulfill your request, if a return is not approved and sent back, this will be returned to sender. For all swimwear and lingerie, the protective hygiene strip must remain in place and will not be accepted if removed or altered. Allow 5 – 7 business days after receipt of goods for returns to be processed. A return request must be submitted to receive your return within normal processing times. We do not accept returns for refunds. Please read our in-depth terms and conditions at our website for further information.