

RUBY + RAIN

Return Form

We are sorry for whatever reason you are needing to return your purchase but we understand that sometimes things just don't fit like we had hoped. To make the returns process as fast as possible for you, please print this form, fill it out and return it with the garment and we will refund the full amount to your credit card/bank account as soon as possible.

Send the garment via a tracked courier to: **Ruby & Rain Returns, 286 Radcliffe Road, Christchurch 8051**

Name: _____ Order Number: _____

Returned Item: _____

Received Date: _____ Returned Date: _____

Reason for Return _____

Exchange

If you would like to exchange your garment for a different colour or size then it is best to email shop@rubyandrain.co.nz and we can make sure to put aside your new garment so it doesn't sell out. Once we have received your item then we can post out the correct size/colour (free of charge). Please note we cannot exchange sale goods or preorders (see below)

Conditions

In order to return an item you must return to us within 7 days to receive your money back
Items returned between 7-14 days will receive a credit note, after 14 days items cannot be returned

The item must be in unworn condition with the tags still in place

You must have proof of purchase from www.rubyandrain.co.nz

The item must be returned via a tracked courier service at your expense.

Items are your responsibility until they reach Ruby & Rain's office.

*returns may be subject to a 15% processing and restocking fee

Sale Goods & Preorders Are Final Purchase And Cannot Be Returned

(Sale good include items marked down from RRP, 'Automatic Discount Applied at Checkout' & buy one get one free)

Thank you and we hope to hear from you again soon.

The Ruby & Rain Team x