

# RETURNS FORM



Order number: \_\_\_\_\_

Name: \_\_\_\_\_

Playful Promises wants you to buy with confidence and wear with even more! We hope you are delighted with everything you buy from us. However, if you are not completely satisfied with your purchase we will refund your purchase subject to our terms and conditions. This does not affect your statutory rights.

- Goods must be returned to us within **28 days of purchase** in their original condition and packaging.
- Try on briefs over your own lingerie as we will not accept any lingerie that is worn or soiled.
- Hosiery cannot be returned if packaging has been opened.
- We recommend that you send by **registered post & retain proof of posting**, as we cannot accept responsibility for goods lost in transit.
- For international customers, please ensure you write "returned goods" on any customs documents.
- Refunds are processed on the following Monday after receiving the goods, please allow approximately 14 working days for the items to be checked.
- We do not currently offer exchanges.

Please send back to:

**Returns Address**

Playful Promises,  
PO BOX 7205,  
WETHERILL PARK  
NSW 2164  
Australia

**Reason for refund code**

- |                   |                     |              |
|-------------------|---------------------|--------------|
| 1. Incorrect item | 2. Doesn't suit me  | 3. Too Small |
| 4. Too big        | 5. Unhappy with fit | 6. Faulty    |

Description	Refund (mark with ✓)	Reason code