

F W R D

THE LABEL

We are sorry to hear your item(s) didn't work out.

Please contact our Customer Care team on online@fwrldthelabel.com to request a Returns Authorisation number.

Please note that returns will not be accepted without an authorised RA number.

Returns will be accepted within 7 days from date of received parcel on full priced items. Please note we cannot accept returns on sale / clearance items - this does not include items bought during a 'flash sale' / promotional period.

Please complete your request below, including name, order number and assigned RA number.

NAME.....

ORDER NUMBER.....

RA NUMBER.....

REASON FOR RETURN.....

.....

Please return items and completed form to;

FWRD GROUP PTY LTD

ATTN: RETURNS

UNIT 8 / 15 EARSDON STREET

YARRAVILLE ,

VIC 3013

AUSTRALIA

RETURN POLICY

We want you to be completely satisfied with your online purchase. If you change your mind for any reason, we will happily accept a return. Goods must be in saleable condition, unworn and with original tags.

Sale items are not eligible for return. All purchases on sale items are final unless deemed faulty.

Full priced items must be returned within 7 days of delivery; after this time all sales are final.

It is the responsibility of the customers to cover all costs associated with the return of an order.

FWRD The Label is not liable for any loss, damage or delay arising from, or in connection with, the transport and return of goods.

We observe the right to deny refunds if the merchandise returned fails to meet our return policy requirements.

Items that are damaged by the customer or which have undergone general wear and tear are not considered faulty and are not eligible for repair, replacement or refund.

Please allow 2-3 business days once the goods are received for all refunds to be processed.

The total amount of the refund will be minus any shipping charges and/or duties and taxes.

Refunds are reversed onto the original form of payment.

Depending on your credit card provider, refunds may take 3-10 business days to appear on your bank statement.

Please contact online@fwrldthelabel.com as soon as possible to notify us of this issue and we will work with you to resolve as soon as possible.

FWRD The Label has made every effort to correctly display and describe our products online.

Due to variances between display monitors, we are unable to guarantee that your device will display colours that are completely accurate.