



Returns Form

Step 1. Refer to the eligible returns checklist below to ensure your item is eligible for return.

Step 2. Complete the form below and return item to:

My Sister Elle
PO Box 1072
Moonee Ponds VIC 3039

Step 3. When your return item is received, inspected and approved for return, you will receive an email with a store credit code to use on your next purchase.

Eligible returns checklist:

1. Full priced item ✓
2. Return shipped within 14 days of receiving your order ✓
3. Item is NOT on the ineligible returns list ie. accessories, SALE item or gift certificate ✓
4. All returned items must be received in their original condition - unworn, unwashed, with tags still attached ✓
5. Item is not damaged, soiled, stained (make-up, fake tan) or altered in any way ✓ (includes no visible pet hair)

Name: _____ Order No: _____

Item Name	Size	Reason Code	Reason for Return
			1. Too small
			2. Too big
			3. Too short
			4. Too long
			5. Material
			6. Change of mind
			7. Faulty
			8. Other

Comments:

OTHER CONDITIONS FOR RETURNING GOODS:

- Return shipping is at the customer’s expense. We recommend retaining a copy of your return tracking information as we do not accept responsibility for items that are lost or damaged in transit.
- Store credits have no expiry and will be emailed to the same email address you provided on your order.
- If you require a replacement size, colour or alternative item/s, please email us at info@mysisterelle.com.au for an exchange. However if the exchange item/s is not available we will issue you a store credit.
- If you have received a faulty or incorrect item, please email us immediately so we can resolve this as soon as possible for you.
- My Sister Elle is not required to provide a refund on returns due to sizing, fit or change of mind.

View our returns policy online at:

www.mysisterelle.com.au

Have any further questions?

Email: info@mysisterelle.com.au