

# silent arrow

## OUR RETURNS POLICY

- We know life gets busy, so we allow items to be returned within 30 days of receiving. **IT'S YOUR CHOICE IF YOU WOULD LIKE** an exchange, 110% store credit, or refund.
- Items must be in original condition with swing tags attached, unworn/ unwashed and unstained. Trying on is fine babe!
- We offer FREE returns within Australia; *international customers will need to cover their own return postage.*
- Please return items in a postal bag (you can keep your gift box). We encourage all customers to reuse the same postal bag they received their order in.
- Unfortunately, we cannot accept returns on knickers for hygienic reasons. Swimwear can be returned if the hygiene sticker is still on the garment. Bodysuits can also be returned, please remember to try them on with underwear.

## Help?! I've received an incorrect or faulty item

**NO STRESS! IF YOU'VE RECEIVED A FAULTY OR INCORRECT ITEM, PLEASE EMAIL US AT [hey@wearesilentarrow.com](mailto:hey@wearesilentarrow.com).**

Include your name, order # and a clear image of the item.

We will sort it out quickly and easily.

## IF YOU WOULD LIKE AN EXCHANGE, 110% Store Credit or REFUND

For Australian orders simply fill out the below slip and include it with your return parcel. Book your return through Parcel Point at [parcelpoint.com.au/wearesilentarrow](http://parcelpoint.com.au/wearesilentarrow) and choose from over 1400 drop-off points. International babes will need to arrange & cover the cost of their return.

RETURN TO: 1/220 GLENFERRIE  
RD, MALVERN, VIC 3144  
AUSTRALIA

*We will be in touch to let you know when your return has been processed*

### IMPORTANT:

**IF YOU'RE EXCHANGING** please be aware that we are a small business and sell out of sizes quickly, if your size is low we recommend you buy it and send the unwanted item for a refund.

\*Please include this slip with your returned item

**I'M RETURNING FOR:**

EXCHANGE:

110% STORE CREDIT

REFUND

NAME: \_\_\_\_\_ ORDER #: \_\_\_\_\_

REASON FOR RETURN: \_\_\_\_\_

If you would like to exchange for something else, or a different size, please let us know what you have in mind:

Style: \_\_\_\_\_

Size: \_\_\_\_\_