



www.eaden.com.au
info@eaden.com.au

Your Name: _____

Invoice Number: _____

Returns Form

Thank you for ordering with Eaden. Please use this form if you need to return any item(s) telling us the reason why so that we can improve our quality and service to you.

We are sorry you have found the item(s) unsuitable and we will happily refund or exchange your order. Please note that it is your responsibility to pay for all returns. Returns are only accepted providing the garments are unworn, in a resalable condition with all tags attached. Please return any unwanted item(s) within 30 days of receipt. **Eaden does not offer return/exchange on sale items.** The exception to this policy is if the garment is faulty/defective in which case we will first offer to replace the garment. Refunds will be credited to the debit/credit card used in the original transaction. Eaden will pay delivery on your first exchange (sent via Standard Parcel Post). Subsequent exchanges are charged at the standard delivery rate. This does not affect your statutory rights.

To return an item

- 1 Simply complete this form
- 2 Neatly fold the item(s) and place with this form in a mail satchel
- 3 Please post your return to: **Eaden Sleepwear, 3603/90 Lorimer St, Docklands VIC 3008**

For your protection we recommend you keep proof of postage as we cannot be held responsible for items lost in transit. A refund can take up to 30 days to process, however, we will aim to refund goods as quickly as possible within this time frame.

I am returning the below items

Item number	Description	Size	Colour	Reason Code	Refund (R) or Exchange (E)	Value

Total exchange order value _____

Reason Codes

- | | | | |
|--------------|-------------------------------|---------------------------|-----------------------------|
| 1) Too big | 5) Ordered more than one size | 9) Not keen on the colour | 13) Other (please specify): |
| 2) Too small | 6) Style not as I thought | 10) Wrong items sent | _____ |
| 3) Too long | 7) Quality not as expected | 11) Faulty item sent | _____ |
| 4) Too short | 8) Fabric not as anticipated | 12) Arrived too late | _____ |

Please send me the below items in exchange:

Item number	Description	Size	Colour	Quantity	Value

Total exchange order value _____

Feedback - It's only with your feedback that Eaden can continue to improve our service to you. If you have any comments whatsoever or any queries please write it on the back of this form or email info@eaden.com.au
