



If you wish to return your order, please fill out the form below.  
We offer exchanges within Australia.

Your order should be returned within 14 days after you receive the order.  
Please note that all returns must be sent directly to our address.

**NB! We do not collect returns at pickup points or the post office.  
They will be returned to sender.**

**RETURN ADDRESS**

Ivylee Copenhagen returns  
8/1 Gilbertson Road  
Laverton North VIC 3026  
Australia

**REFUND**

To learn about terms of refund please visit our website.  
<https://ivyleecopenhagen.com.au/pages/orders-and-returns>

**COMPLAINTS**

If there are any problems with your order or you received the wrong item, please get in touch with us by mail at [info@ivyleecopenhagen.com.au](mailto:info@ivyleecopenhagen.com.au).

If you receive a **faulty item**, please send us an email with pictures of the item and we'll assist further.  
The returned product(s) must be in the same condition as you received them, with its original packing, undamaged and unworn. Unsuitable or used items, will be rejected, and returned to you.

**REASON FOR RETURN**

Please let us know the reason for returning your item(s) using the below reason code.

Thank you!

- 1. Too big
- 2. Too small
- 3. I ordered more than one item
- 4. Incorrect item received
- 5. Poor quality/faulty
- 6. Not as described
- 7. Wish to **Exchange** to a size (customers within Australia):

**Customer Name:** \_\_\_\_\_

Reason	Order no.	Style	Color	Size	QTY