

# Returns

A STEP BY STEP GUIDE

# DUKiES

## How do I exchange an item?

We know that matching your size online can be difficult so we have made our returns process easy! We will exchange any item that does not fit for another size (of the same product) if we have the stock. We do not exchange if you change your mind.

FREE RETURN OR STORE CREDIT

## How to return:

# 1



**Complete form**

Complete the form on the back of this page.

Post back the items at your own expense (we pay for the shipping back to you from our warehouse) to:

**18 Mokera Avenue  
Palm Beach Qld 4221**



**Post**

# 2

# 3



**Record**

Remember to record your Article ID so we can track the return.

We will contact you via email with information for a store credit if the item is not available in a different size.



**Confirm**

# 4

# Returns form

# DUKiES

PLEASE COMPLETE THIS FORM  
TO MAKE YOUR RETURN REQUEST.

Full name: \_\_\_\_\_ Order number: \_\_\_\_\_

## List the items you are returning

Item name	Colour	Description	Reason Code
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

### Reason codes:

1. TOO SMALL
2. TOO BIG
3. ITEM FAULTY (Please describe) \_\_\_\_\_

## I would like...

A store credit

An exchange

please specify your size here: \_\_\_\_\_

**Please note: If an exchange is not available, we will email you with a credit code to use. You will be responsible for the shipping cost when a store credit is used.**

### Our Terms

- Return your item within 30 days of the purchase.
- Items must be unworn and in the original condition with tags attached.
- Undergarments cannot be returned.
- All swimwear returns must have their hygiene seal intact.
- Returns will be processed within 2 days of reaching us and you will receive email confirmation with information if your item cannot be replaced. If we cannot replace your item, we will provide you with a store credit.
- We will cover the return shipping cost of any exchange item from our warehouse; however, you must pay for the return shipping for exchange items bought with a store credit.
- We do not offer exchanges on sale items.
- You are responsible for posting the items back at your own cost.