

FRANKII

RETURN INFO



POSTAL ADDRESS:

FRANKII CLOTHING

10 JONES STREET O'CONNOR WA 6163

Name: _____ Order No: _____

Thank you for shopping with Frankii. We hope you love your new purchase! However, if you are not happy with your purchase, please follow the instructions below.

TO RETURN AN ITEM PLEASE FOLLOW THE BELOW STEPS:

If your recent purchase with us didn't work out we offer Credit Notes, provided you send your garment/s back to us within 21 days of receiving your parcel for Australian customers.

Items that are marked as SALE on our website are final and cannot be sent back to us (unless item/s are faulty or suffered a major failure). If you have received a faulty or incorrect item, please contact us on contact@frankiiclothing.com so we can resolve this immediately for you!

Credit Notes will be issued in the form of an online gift card sent by email and have no expiry date, they can be used at any time on our website or can be transferred in-store! We do not offer exchanges, we recommend using your credit note to purchase the new size or item. Please note that unfortunately your credit will not apply to the shipping costs. Due to the system set up your credit value isn't included in the total value therefore you may not qualify for the Free Shipping offer for orders over \$100.

Please refer to our website for our full Returns Policy – www.frankiiclothing.com

RETURNS CRITERIA

Must be received within 21 days of receiving your order. Must be new and unworn with all original swing tags attached
Must not be marked as a Sale item on our website (unless item/s are faulty or suffered a major failure)
Must not have any dirty marks, make-up or fake tan marks

Must not smell of perfume, deodorant, cosmetics or washing power
Must not be Swimwear, Bodysuits, Jewellery (Earrings / Necklaces), Undergarments

COMMENTS: _____

Signature: _____ Date: _____

NEED HELP? Please send our team an email at CONTACT@FRANKIICLOTHING.COM