

FRANKII

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.

RETURNS POLICY

If your recent purchase with us didn't work out we offer Credit Notes, provided you send your garment/s back to us within 14 days of receiving your parcel for Australian customers, and 21 days for international customers. Items that are marked as FINAL SALE on our website are final and cannot be sent back to us (unless they are faulty).

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! Returns will be processed within 2-5 business days of reaching us. We do not offer exchanges, we recommend using your credit note to purchase the new size or item. Due to the fast turnover of stock we are unable to hold items.

Send the item/s back to us within 14 days of delivery (21 days for international customers) along with this form to our returns address noted below. Please refer to our website for our full Returns Policy – frankiiclothing.com

RETURNS CRITERIA

Must be received within 14 days of receiving your order (21 days for overseas parcels)

Must be new and unworn with all original swing tags attached

Must not be marked as a Final Sale item on our website

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

FULL NAME

REASON CODES

ORDER #

EMAIL

- A. I don't like the style
- B. I don't like the quality
- C. It's the wrong size
- D. Received incorrect item
- E. Faulty (please specify below)

ITEM NAME	COLOUR	SIZE	QTY	REASON CODE

COMMENTS

RETURN TO:

FRANKII CLOTHING
SHOP 327 GATEWAYS SHOPPING CENTRE
SUCCESS WA 6164