

DATE .....

NAME .....

ADDRESS .....

PHONE .....

EMAIL .....

ORDER NO. ....

**CONDITIONS**

- The items must be unworn, in their original packaging and in saleable condition to qualify for a refund or exchange.
- Full Price and Promotional merchandise may be exchanged or refunded within 30 days of purchase date for Australian/New Zealand online orders and within 45 days for the rest of the world.
- Refunds must be processed through the same tender type as purchased.
- Please choose carefully as we do not refund sale merchandise for change of mind.
- Sale Merchandise may be exchanged within 30 days of purchase date for Australian/New Zealand online orders and within 45 days for the rest of the world.

**HOW TO RETURN/EXCHANGE**



**VIA POST TO JO MERCER SUPPORT OFFICE**

- Items must be in their original packaging (this includes the shoebox)
- Deliver to: Jo Mercer 92a Toorak Rd, South Yarra VIC 3141, Australia

**STEP 1. DETAILS OF ITEMS BEING RETURNED**

STYLE NAME	COLOUR	SIZE	QTY	REASON CODE

**REASON CODES**

- TL - TOO LARGE
- TS - TOO SMALL
- CM - CHANGE OF MIND
- I - INCORRECT ITEM
- F - FAULTY
- O - OTHER (SPECIFY)

**STEP 2. WOULD YOU LIKE TO EXCHANGE OR REFUND?** (Please tick one of the following)

**EXCHANGE:** (PLEASE FILL OUT BELOW)

If the item you are exchanging is of greater value than the item returned, our Customer Service team will contact you to arrange payment.

STYLE NAME	COLOUR	SIZE	QTY

**REFUND:** (FULL PRICE MERCHANDISE ONLY)

**GIFT VOUCHER:** (ALL MERCHANDISE)

Customers are responsible for all return postage costs. We recommend using a tracking number for your return. Jo Mercer is not responsible for any lost packages. Refund must be processed in the same manner as purchased, through the same tender type, excluding postage. Once your refund has been processed you will receive a confirmation email from the tender type used. Whilst our Customer Service team endeavours to process refunds within 2 business days of receiving your parcel, please allow 5 - 7 business days for your bank to clear the funds.

**JO MERCER OFFICE**  
**1300 855 045**  
 JOMERCER.COM.AU