

ELK | ONLINE ORDER RETURNS FORM

Thank you for your ELK purchase.

We want you to love all of your ELK pieces. If you find an item is not quite right we will happily offer an exchange, credit voucher or refund on full priced items.

PLEASE SEND RETURNS TO:

Returns Department

RE: [Please insert your Invoice Number]

ELK

124 Henty Street

Reservoir VIC 3073, Australia

Date _____ / _____ / _____

Invoice Number _____

First Name _____

Last Name _____

Phone Number _____

E-mail Address _____

PLEASE DETAIL BELOW THE ITEM/S YOU ARE RETURNING

I WOULD LIKE (Please tick one)	ITEM CODE	PRODUCT NAME	SIZE	QTY	PRICE	REASON
<input type="radio"/> Credit voucher <input type="radio"/> Refund <input type="radio"/> Exchange						
<input type="radio"/> Credit voucher <input type="radio"/> Refund <input type="radio"/> Exchange						
<input type="radio"/> Credit voucher <input type="radio"/> Refund <input type="radio"/> Exchange						

IF YOU HAVE SELECTED TO EXCHANGE, PLEASE DETAIL THE REPLACEMENT ITEM/S BELOW

ITEM CODE	PRODUCT NAME	SIZE	QTY	PRICE

TERMS & CONDITIONS:

- Returns on full priced items are accepted within 30 days from receipt of items.
- If you purchase in the month of December, we extend these returns to within 60 days from receipt of items.
- There is no return for change of mind on sale items, unless the item is faulty. However, we do offer an exchange or credit voucher, accepted within 7 days from receipt of items.
- Items must be returned in their original condition, with ELK tags attached, including any packaging.
- We are unable to accept returns or exchanges on personalised items.
- We do not accept returns or exchanges on earrings for hygiene reasons or swimwear if the hygiene label is not intact.
- The purchaser is responsible for the cost of returning goods to ELK. We cannot be responsible for goods damaged in return transit. ELK recommends using a postage method which insures items in transit.
- Any refund will be credited back to your original method of payment.
- Any item purchased online at www.elkthelabel.com cannot be returned to one of ELK's independent stockists. They may however be exchanged/ returned through our ELK retail stores. Ensure you have proof of purchase.
- If exchanging, we will ship your exchanged item back to you free of charge.
- If exchanging, any variance in price will be credited or charged to your original method of payment.

ELKTHELABEL.COM

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