

SERAFINA

AUSTRALIA

RETURNS AND EXCHANGE POLICY

At Serafina, we want you to be 100% happy with the items you purchase from us! If you're not happy with your new items, we've made it easy for you to return them back to us. (Subject to the below policy)

30% OFF ITEMS – Please note that these are merely promotional items & therefore are eligible for a refund, exchange or credit note (issued in the form of a gift card).

50% OFF & 70% OFF ITEMS – Please note these items are regarded as clearance items. We cannot accept returns or exchanges on these items unless they are faulty or the wrong size/style has been sent.

Earrings/Undergarments - Please note we cannot accept returns or exchange on earrings and Undergarments due to hygiene reasons.

HOW TO RETURN AN ITEM TO US

• To return an item for a refund/exchange/credit note in line with the above policy, please fill out the form below & place the form in a parcel bag with the item/s to be returned. Please return the items within 30 days to the address listed below:

SERAFINA, 31 King Street, Norwood, SA 5067

- Please note that return postage costs are the responsibility of the customer and will not be reimbursed by Serafina, unless the error is Serafina's fault (eg. wrong size/product sent or manufacturing fault)
- Refunds will be issued back to the original payment method used to place the order. Credit notes will be issued in the form of a Serafina Gift Card via email & are valid for 3 years from date of issue.
- We aim to process all returns & exchanges within 2-5 business days from when they are delivered to our warehouse.

ELIGIBLE RETURNS

To receive a refund, an online credit note or an exchange, your return must meet the following conditions:

- must be received within 30 days of receiving your order.
- must be new and unworn with all original tags and labels attached.
- must not be a sale, final clearance item, earrings, or an undergarment.

Please email contact@serafina.com.au for any other questions or assistance.

RETURNS & EXCHANGES FORM

Please fill out the form below, place form in a parcel bag with the returned item/s. Please return the item/s to us within 30 days to the address listed below.

Serafina, 31 King Street Norwood, SA 5067

NAME:	
DATE:	
ORDER #:	

PLEASE TICK ONE OF THE FOLLOWING:

REFUND:	<input type="checkbox"/>	EXCHANGE:	<input type="checkbox"/>	STORE CREDIT:	<input type="checkbox"/>
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ITEM NAME:	QTY:	COLOUR:	SIZE:	RETURN REASON:	IF EXCHANGING ONLY:
				SEE CODES BELOW:	PRODUCT YOU WANT TO EXCHANGE FOR:

REASON FOR RETURN

- | | |
|--------------------|---|
| 1. TOO BIG | 5. DOESN'T MATCH DESCRIPTION ONLINE |
| 2. TOO SMALL | 6. INCORRECT ITEM ORDERED/DELIVERED |
| 3. FAULTY | 7. OTHER (PLEASE SPECIFY) |
| 4. I DON'T LIKE IT | 8. EXCHANGE (PLEASE SPECIFY NEW PRODUCT YOU WANT) |