

# MAISON<sub>de</sub>SABRÉ

## RETURNS PROCEDURE

Non-personalised products may be returned in exchange for store credit. Faulty products may be returned in exchange for a replacement product at the discretion of the Client Services Team.

To be eligible for a return, products must:

- NOT be personalised;
- Be unused and in its original condition and packaging; and
- Not be permanently on sale and/or purchased from The Outlet.

If your product meets all the above requirements, you must submit a request for return within **14 days** of confirmed delivery. After this 14-day period, all sales are final unless you are lodging a Warranty Claim based on our Warranty terms.

To begin the return process, email [info@maisondesabre.com](mailto:info@maisondesabre.com) to obtain a Return Authorisation (RA) Number if you have not already done so. You will not be able to submit a return without a unique RA Number.

You will need to provide your full name, order number, item/s and reason for return in order to obtain an RA Number. Upon receiving your RA Number, complete your return details below and enclose this form together with your returned order. Items returned without a unique RA Number will not be accepted.

All return postage costs will be at the customer's expense. Return shipping must be prepaid and trackable.

In the event that the package is not received or gets lost in transit, MAISON de SABRÉ will not be liable if there is no tracking confirmation.

We retain the right to deny returns if the merchandise fails to meet our Return Policy requirements and eligibility criteria.

### RETURN ADDRESS

MAISON de SABRÉ  
Online Returns  
6/7-9 Jullian Close,  
Banksmeadow, NSW 2019

**PLEASE COMPLETE ALL DETAILS ON THE FOLLOWING PAGE INCLUDING ORDER INFORMATION, RETURN AUTHORISATION NUMBER, AND REASON FOR RETURN.**

<b>CUSTOMER NAME:</b>	
<b>RA NUMBER:</b>	
<b>ORDER NUMBER:</b>	
<b>DELIVERY DATE:</b>	

<b>MODEL</b>	<b>COLOUR</b>	<b>REASON FOR RETURN</b>

For any questions relating to our Return Procedure, please contact our Client Services Team directly via email at [info@maisondesabre.com](mailto:info@maisondesabre.com). Our Client Services Team is available between 9:00am and 5:00pm AEST Monday to Friday and aims to respond to all enquiries within 24 hours.