



# RETURNS/EXCHANGES



WE APPRECIATE SOMETIMES YOU NEED TO RETURN SOMETHING  
WE WANT TO MAKE IT AS EASY AS POSSIBLE.  
YOU HAVE 60 DAYS TO RETURN UNWORN ITEMS TO US



COMPLETE THE BACK OF THIS FORM AND INCLUDE IN YOUR RETURNS  
PACKAGE SO WE KNOW WHO THE RETURN HAS COME FROM, IF YOU  
DON'T THEN WE WON'T BE ABLE TO EXCHANGE/REFUND YOU



SIMPLY VISIT  
[HTTPS://RETURN.AUSPOST.COM.AU/DNC\\_DIRECT](https://return.auspost.com.au/dnc_direct)  
ENTER YOUR ORDER NUMBER AND DETAILS, WE'LL SEND YOU AN EMAIL



PACKAGE UP YOUR ITEMS IN THE ORIGINAL BOX/PACKAGING AND TAKE IT  
YOUR NEAREST POST OFFICE, THEY WILL PRINT THE LABEL FOR YOU AND  
WE'LL TAKE CARE OF THE REST

OR SCAN THE  
QR CODE TO  
START YOUR  
RETURN





Your name

---

Your best contact number

---

Your order number

Your order date

---

Remember returns cannot be accepted more than 60 days from date of purchase

Items you are returning:

Reason:

- |          |          |
|----------|----------|
| 1. _____ | 1. _____ |
| 2. _____ | 2. _____ |
| 3. _____ | 3. _____ |
| 4. _____ | 4. _____ |
- 

Please could I:

- Have a full refund
- Exchange my items for something else (please detail below)

If we don't have the exchange item we will contact you to either find a suitable replacement for you or issue a full refund

---

Please note:

1. Items can only be returned within 60 days of purchase
2. Returned items **must** be in their original packaging with any tags still attached. Any evidence of wear will void your refund.
3. Any Clearance items cannot be returned or exchanged unless it is faulty or delivered incorrectly

Please refer to our returns policy on our website for any clarification or if you have any questions then please email us on [hello@dncdirect.com.au](mailto:hello@dncdirect.com.au) or call us on 1300 894 955