

To return merchandise for a refund,  
please send by tracked post to:

Indie Kids Online Returns  
343 Milperra Road  
Bankstown NSW 2200  
Australia

For Australian residents, we order a flat rate return for  
\$9.95 via Australia Post. Follow the link below to  
create a return label.  
[return.auspost.com.au/industrie\\_kids](http://return.auspost.com.au/industrie_kids)

For further assistance please  
contact customer care:

Email: [contactus@industriekids.com.au](mailto:contactus@industriekids.com.au)  
Phone: (02) 9550 6550

## Need to return an item?

If you're unhappy for any reason, we will accept the return of merchandise within 14 days of delivery for Australian customers and 30 days for international customers. Returned merchandise should be unworn and in its original condition including tags. Customers will be responsible for shipping and handling charges for any returns. For returns within Australia, we encourage customers to use Australia Post Parcel Returns for a flat rate of \$9.95.

Visit [return.auspost.com.au/industrie\\_kids](http://return.auspost.com.au/industrie_kids) to create your return label.

Please include a copy of your tax invoice as proof of purchase and complete the form below. You'll be advised by email when your refund has been processed, please allow up to 3 working days for this to be cleared in your account. Please note: Indie Kids retail stores do not accept returns or exchanges of purchases made online.

## Found a problem?

In the unlikely event that an item is faulty, we ask that you kindly post it back to us with the reason for your return clearly noted on the form so that we can assess the problem. If the item is assessed as faulty we will send you a replacement. If the relevant style is not in stock we will arrange a refund including all delivery charges, so please include a postal receipt.

## Our online exchange policy

The Indie Kids Online Store DOES NOT PROVIDE EXCHANGES. We are more than happy to refund your purchase and accept returned merchandise. If you require a different size or colour you will need to return the item to us for a refund (excluding shipping costs) and then reorder the product. To view our full online returns policies and frequently asked questions visit:  
[industriekids.com.au/industrie-returns-policy](http://industriekids.com.au/industrie-returns-policy)

## REASON CODES

A = Change of mind  
B = Too Small  
C = Too Large  
D = Incorrect item recieved  
E = Gift (not appropriate)  
F = Faulty product  
G = Looks different to image on site

Please complete all fields. Enclose this form and your tax invoice inside your parcel.

CUSTOMER NAME	ORDER DATE	ORDER NUMBER

QTY	STYLE CODE	PRODUCT DESCRIPTION	COLOUR	SIZE	REASON CODE

ADDITIONAL COMMENTS (IF REQUIRED)

Subscribe to our newsletter we'll keep you informed of new arrivals and exclusive offers.