

RETURNS, REFUNDS & EXCHANGES

Guagno Designs is passionate about ensuring that you are completely satisfied with your purchase. If your item purchased on *Guagno Designs website* is not the right fit, you are entitled to an exchange or refund within 10 days of receipt should it meet the below requirements:

- Proof of purchase provided
- Original tags attached
- Garment in original condition - unworn and unwashed
- Please make sure that the item is not soiled or damaged

Returned items not received in their original state will automatically be returned to the customer. *Guagno Designs* does not accept responsibility for customer sent return or exchange packages; so it is advised that when delivering returns or exchanges that meet the above criteria, customers should select a courier service that provides tracking.

PLEASE NOTE: Delivery costs incurred on an exchange or refund order is at the customers' expense and cannot be refunded unless deemed faulty by a *Guagno Designs* representative.

REFUND PAYMENTS

Refunds will be processed in the method as the original payment within 5 business days of *Guagno Designs* receiving the return parcel. Notification will be sent to your nominated email address at the time of this transaction.

PLEASE NOTE: *Guagno Designs* cannot be held accountable for banking institution processing timeframes.

EXCHANGES OR REPLACEMENTS

Guagno Designs offers exchanges and/or replacements that meet the required criteria for another size, colour or item; subject to product availability. These will be processed within 5 business days of receipt and notification of this transaction will be provided to the nominated email address. Should a refund be requested for the exchanged item, *Guagno Designs* is happy to process a refund, should it meet the Returns Policy requirements.

DIFFERENT VALUE EXCHANGE

Should the item requested for exchange be different value as that of the product being returned, one of two scenarios will occur:

- A variance where payment is owed to the customer will be refunded as per the original order payment method.
- A variance where payment is owed to *Guagno Designs*, a Customer Service Representative will contact the customer prior to processing and dispatch to take additional payment.

RETURNS ADDRESS

Please direct all return or exchange packages to:

Guagno Designs
1 Brigham Young Drive
Albany, 0632
Auckland

SALE & DISCOUNTED ITEMS

Guagno Designs does not offer exchanges on sale or discounted items

RETURNS FORM

NAME: _____

EMAIL: _____

PHONE: _____

ORDER NUMBER: # _____

REASON FOR RETURN

- ITEM NOT AS EXPECTED FAULTY/DAMAGED
 WRONG SIZE WRONG ITEM RECEIVED

OTHER _____

WHAT WOULD YOU LIKE TO DO?

- EXCHANGE** SWAP FOR ANOTHER ITEM SWAP FOR ANOTHER SIZE
- RETURN** FULL REFUND STORE CREDIT

ADDITIONAL NOTES: