

ROLER™

ACN 087 743 762 55

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

Roler Online Returns
C/O Industrie
343 Milperra Road
Bankstown NSW 2200
Australia

For further assistance please
contact customer care:

Email: contactus@industrie.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.

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.

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.

To view our full online returns policies and frequently asked questions visit roler.com.au/pages/returns

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	REASON CODE

ADDITIONAL COMMENTS (IF REQUIRED)

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