



Thank you for shopping with RunwayScout. We hope you love your new purchase! However, if you are not happy with your purchase, please follow the instructions below.

## RETURNS POLICY

If your recent purchase with us didn't work out we offer Credit Notes within 14 days of receiving your parcel for Australian customers, and 21 days for international customers. Items that are marked as FINAL SALE on our website are final and cannot be sent back to us (unless they are faulty).

If you have received a faulty or incorrect item, please contact us on shop@runwayscout.com so we can resolve this immediately for you.

Credit Notes will be issued in the form of an online gift card sent by email and are valid for 6 months. Returns will be processed within 2-5 business days of reaching us. We do not offer exchanges, we recommend using your credit to purchase the new size or item. Due to the fast turnover of stock we are unable to hold items.

Send the item/s back to us within 14 days of delivery (21 days for international customers) along with this form to our returns address noted below. You can purchase a Returns Label via our website. Please refer to our website for our full returns policy - [RunwayScout.com](http://RunwayScout.com).

## RETURNS CRITERIA

The item/s being returned:

Are sent back to us within 14 days of delivery for Australian customers and 21 days for international customers

Are in their original condition (unworn and unwashed) with all swing tags attached

Do not have fake tan, make-up or other stains

Do not smell of cosmetics, washing powder, perfume, deodorant or other products

Are not marked as FINAL SALE on our website and are not jewellery, swimwear or intimates (for hygiene reasons)

FULL NAME

\_\_\_\_\_

REASON CODES

\_\_\_\_\_

ORDER #

\_\_\_\_\_

- A. It's the wrong size
- B. I don't like the style
- C. Change of mind
- D. Received incorrect item
- E. Faulty (please specify below)

EMAIL

\_\_\_\_\_

ITEM NAME	COLOUR	SIZE	QTY	REASON CODE

COMMENTS

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

RETURN TO:

RUNWAYSCOUT  
GPO BOX 287,  
BRISBANE QLD 4001  
AUSTRALIA