

# runway scout

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](mailto: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. Our Credit Notes do not have an expiry date, and can be used at any time on our website! Returns will be processed within 2-5 business days of reaching us. We do not offer exchanges, we recommend using your credit note 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. Please refer to our website for our full returns policy - [RunwayScout.com](http://RunwayScout.com).

## RETURNS CRITERIA

- Must be received within 14 days of receiving your order (21 days for overseas orders)
- Must be new and unworn with all original swing tags attached and in all original packaging (for shoes and accessories)
- Must not be marked as FINAL SALE on our website
- Must not have dirty marks, make-up, deodorant or fake tan marks
- Must not smell of perfume, deodorant, cosmetics or washing powder
- Must not be Swimwear, Bodysuits, Jewellery (earrings) or Undergarments (for hygiene reasons)

FULL NAME

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ORDER #

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EMAIL

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REASON CODES

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

| ITEM NAME | COLOUR | SIZE | QTY | REASON CODE |
|-----------|--------|------|-----|-------------|
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|           |        |      |     |             |
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|           |        |      |     |             |

COMMENTS

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RETURN TO:

RUNWAYSCOUT  
PO BOX 12  
CANNON HILL QLD 4170  
AUSTRALIA