



## RETURNS AND EXCHANGES

Videris accepts returns for products purchased on the Videris webstore only. If you purchased Videris at a retail store or another website we can not arrange a return for you, you need to work with the store or website you originally purchased from and adhere to their policies.

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### EASY RETURNS AND EXCHANGES

Unfortunately due to hygiene reasons we are unable to accept returns of knickers. If you are not completely happy with other items purchased you are able to return it within 14 days. Please note that any items to be returned or exchanged must be shipped/postmarked within 14 days of delivery date. Please follow our instructions below if you wish to make a return:

- Inform us of your intent to return by emailing customer services at [returns@viderislingerie.com](mailto:returns@viderislingerie.com)
- Please provide us with your order number and brief reason for return/exchange
- Place the items in the original packaging or any other appropriate packaging.
- Once you receive a returns authorisation number from us, complete the returns form and include inside the package.
- For exchange or refund ship with your chosen courier or postal company - we recommend using a trackable and insured method so that your carrier will refund you in the event of theft or loss during delivery. Please keep a record of your tracking number.
- Send your package to: Videris Lingerie, 22 Albany Road, Ponsonby, Auckland 1011, New Zealand.
- For a damaged or faulty item, please return using the prepaid courier ticket that will be emailed to you.

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### IMPORTANT INFORMATION

- All exchanges are subject to availability.
- There may be additional charges for postage on the new item.
- Sale items are non exchangeable and non refundable.
- The product must be unworn, unwashed with all original tags attached and in original packaging.
- Unfortunately due to hygiene reasons we are unable to accept returns of knickers.
- Unless the goods are damaged or defective or not as specified in your order, you are responsible for the cost of returning the goods.
- If the goods were faulty or incorrect then a pre-paid returns label will be sent to you.
- Refunds will not be given if the goods have been damaged by you, this includes damage caused by inadequate packaging by you when returning goods

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PLEASE FILL OUT THIS FORM AND ENCLOSE WITH ITEM YOU ARE RETURNING  
COMPLETE A SEPARATE FORM PER ITEM

Order Number: \_\_\_\_\_ Returns Authorisation Number: \_\_\_\_\_

Name: \_\_\_\_\_ Email: \_\_\_\_\_

Postal address: \_\_\_\_\_

Phone number: \_\_\_\_\_  Return  Exchange

### ITEM YOU ARE RETURNING

Style: \_\_\_\_\_ Size: \_\_\_\_\_ Colour: \_\_\_\_\_

Reason for return: \_\_\_\_\_

Item you would like to exchange for: \_\_\_\_\_

If you have further questions please contact us at [returns@viderislingerie.com](mailto:returns@viderislingerie.com)