



## 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

We make returns nice and easy so you can rest assured you will find the perfect fitting bra. Please note we are unable to accept returns of knickers, for hygiene reasons. Bras are returnable for an exchange or refund within 14 days of initial delivery, please follow our instructions below:

- Inform us of your intent to return by emailing customer services at [hello@viderislingerie.com](mailto:hello@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 it in the package.
  - If you are in mainland New Zealand, we will send you a courier label to attach to the outside of your parcel. Otherwise, ship with your chosen courier or postal company - we recommend using a trackable and insured method. Please keep a record of your tracking number. We will provide a courier label for free return for faulty items.
  - Send your package to: Videris Lingerie, 266 Point Chevalier Road, Auckland 1022, New Zealand.
  - Sale items are non exchangeable and non refundable.
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### IMPORTANT INFORMATION

- All exchanges are subject to availability.
  - Exchanges for items of a different value may incur additional charges.
  - Refunds will be made back to the original method of payment / card.
  - There may be additional charges for postage for recurrent exchanges.
  - Sale items are non exchangeable and non refundable. This does not include our 2 and 3 packs – these can be returned but will be exchanged or refunded at their discounted price.
  - 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.
  - 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

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Order Number: \_\_\_\_\_ Returns Authorisation Number: \_\_\_\_\_  Return  Exchange

#### ITEM YOU ARE RETURNING

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

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

#### ITEM YOU WOULD LIKE TO EXCHANGE FOR

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

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