

HOW TO RETURN/EXCHANGE YOUR OBUS ITEMS

- 1 Fill out the form below with your details, product name, size, reason code and request
- 2 Pop the item back in its Obus delivery bag with form and reseal, or purchase new packaging
- 3 Post back to: Obus Online, 22 Taplin Street, Fitzroy North, Vic 3068 AUSTRALIA

Postage costs will vary depending on your location and the weight of your parcel.*

Please pack your parcel carefully as damage incurred in transit to Obus is the responsibility of the customer.

We suggest purchasing postage tracking as Obus is not responsible for items returned to us that have not been received.

OUR RETURN POLICY

- Items must be returned within **14 days** of the date you received the item.
- **Full priced items** are eligible for a refund, exchange or online credit note.
- **Sale items** (or items purchased on promotion) are eligible for exchange or online credit ONLY.
- Faulty items will be assessed by our team and refunded on a case-by-case basis. We reserve the right to repair if possible.
- Product exchanges are like for like and subject to availability at the time the item is returned. If unavailable, a credit note or refund will be issued.
- All items must have all tags attached and be returned in original condition with this form.
- For hygiene reasons, earrings, socks and stockings are only available to be returned or exchanged if unworn.
- For the return or exchange of swimwear, the hygiene sticker must still be in place.
- *Return shipping and handling charges are not refundable unless your product is deemed faulty.

Our Returns Policy is in addition to your rights under the Australian Consumer Law. See more at obus.com.au/pages/shipping-and-returns

PLEASE RETURN THIS FORM WITH PRODUCT

YOUR NAME		ORDER No.						
PRODUCT NAME	SIZE	REASON CODE†				REQUEST		
		1	2	3	4	REFUND	EXCHANGE	CREDIT

† REASON CODES: 1 = Looks different to website 2 = Wrong size 3 = Wrong fit 4 = Other (please explain below)

RETURN REASON / OTHER FEEDBACK:

HAPPY TRAVELS! Love Obus xx

22 Taplin Street, Fitzroy North, Vic 3068 AUSTRALIA • enquiries@obus.com.au