

RETURNS POLICY

If something isn't quite right, we are happy to offer a refund, credit or exchange in accordance with this Returns Policy, of unworn merchandise purchased from our online website within the stipulated days of receipt/delivery date.

- Sale items cannot be returned or refunded. Sale items are final sale. Sale items include all items listed in the Warehouse Sale, any items with marked sale prices, and any EOFY Sale or 'Click Frenzy' Promotional Sale (eg. LNGE Click Frenzy).
- Full Priced Items discounted with a VIP Promotional Code, are still eligible for a refund, and not classified as a sale item.
- Returns eligible for a Refund must be returned within **7 days** of date of delivery/receipt.
- Returns eligible for an Exchange must be made within **14 days** of date of delivery/receipt. Returns sent outside of this Return Period will not be approved, and the item will be returned to the customer.
- Returns must be received within 5 days of a return being sent.
- Items must be returned in their original condition with all tags attached.
- Return Shipping costs are payable by the customer.
- We recommend obtaining a tracking number as proof of shipment in the unfortunate event that a parcel is lost in transit. WNTRMSE will not be responsible for any returns which are lost, damaged or delayed in transit. If the item is faulty, WNTRMSE will offer to repair, replace or refund the value of the item plus delivery charges.

REFUND TENDER

Refunds will be returned to you in the manner you paid for the item (debit or credit card). Any items purchased using WNTRMSE Credit or Vouchers, will be returned for WNTRMSE Credit.

Every endeavour is made to ensure returns are processed within 5-10 business days of receiving your return. You will receive an email confirmation at the time your return is received, and again once your return has been processed. Please allow up to five business days for a refund to be visible within your account.

STORE CREDIT

- Sale Items can not be exchanged, returned or refunded. Sale items are final sale.
- Store credits have a 12 month expiry

WHAT IS THE PROCESS FOR RETURNS AND EXCHANGES?

For orders delivered within Australia, we will accept returns and exchanges for change of mind on products purchased online within 14 days from date of receipt or at any time if products are faulty. Please return item as per below:

1. Complete the section below on this returns form.
2. Re-pack your items in it's original box with all packaging (exactly as you received them), with this Returns Form.
3. Please send back to the following address:

WNTRMSE Returns

31 Hatherley Grove, Altona North VIC, 3025

Please note we cannot accept pickup or drop-off to this address due to health and safety reasons.

For orders delivered outside of Australia where the product may be faulty or we have not delivered what you ordered, please contact our Customer Service team via email at online@wintermuse.com.au where you will be advised of the return process. Please note the cost for us to send back the exchange will be covered by the customer, and will be the same price as the original shipping cost.

It is advised you keep a tracking reference for your parcel, so you know when it has been delivered to WNTRMSE Returns.

This policy applies to products purchased from the website www.wntrmse.com.au

Full Name (used on order): _____

Order Number	Style Name	Reason for Return/Exchange	Reason (Please Circle)
			Incorrect Item Received
			Faulty
			Poor Quality
			Too Big / Too Small
			Colour Looks Different
			Return for Refund
			Return for Exchange/Credit

Please note all returns are processed within 5 working days of item being received to our warehouse.