



FAST TRACK RETURNS

Now you can fast track your store credit 😊!

Email: returns@dollboxx.com

To do so, you need to follow these steps...

- 1. Send through photos of the items you are returning along with a photo of the returns form filled out and signed (must be clear enough for us to read)**
- 2. Send us the shipping information of your return parcel. You will need to include the name of postal company you have sent it with and the tracking number**
- 3. Our team will contact the courier company and as soon as the tracking info has been updated and received into the system, we will be able to issue your store credit Which will include a bonus \$10! Woohoo!**

So there is no need to wait until we receive the return parcel! Your store credit will be issued via email. The email will contain a gift card code which you simply use at checkout. Gift cards never expire and can be used on any item and used for shipping costs. We are always launching new styles and accessories so you are welcome to keep you gift card to use on new styles 😊

If you have any questions, please get in touch with our friendly team 😊

Refunds: Refunds cannot be fast tracked due to rare cases of fraud. As soon as we receive the item and returns form, our team will inspect the return to ensure it meets our return requirements. You will then be refunded back into the same payment method in which the original order was placed (e.g PayPal, mastercard etc) Shipping costs are not refunded as shipping services have already been carried out and costs are paid to the shipping carriers.

For more info please view our full policy on our website