

# GINGHAM & HEELS

## RETURNS FORM

Thank you for shopping with G&H! We hope you love your new purchase!  
However, if you are not happy with the items you have chosen, please follow the instructions below.

### RETURNS

Please read our returns policy below.

Complete the returns section at the bottom of the page.

For all Australian orders, print your **FREE label** from the Auspost Returns Portal on our website.

Pack items along with this returns form in a satchel and send it back to us at G&H Online.

### EXCHANGES

We offer a credit note for all returns.

If you require a replacement size, colour or alternative item(s) please purchase these by placing a new order using the credit note issued for your return.

## TERMS & CONDITIONS

**REFUNDS:** Refunds are not offered for **change of mind** returns. This includes, sizing changes, fit concerns, personal quality standards or self-created faults. Please read our full returns policy online located on our *Returns & Exchanges* page.

**CREDIT NOTES:** We will provide a credit note for any items returned within **21 days**. Thereafter a credit note and/or exchange may be denied unless faulty. All credit notes are valid for **6 months** from date of issue. The email containing your credit note will be titled "Credit Note from G&H!". Please check your junkmail/spam if you do not see it in your inbox. Please allow for up to **5 business days** for this to occur.

**CONDITIONS:** All garments returned to G&H must be in **original condition**, no marks or stains, unworn, unwashed and tags still attached, unless faulty. Soiled, worn or damaged garments will be **returned to sender**, unless faulty by manufacture. Following a review, you will be notified via email if your return is deemed unsuitable for a credit note.

This **returns form** must be filled in and **sent with your returned item**, if no returns form is included in the parcel, any issues or delays that may arise are completely out of our control and G&H will not be held accountable for these delays.

**RETURN SHIPPING:** Until January 31<sup>st</sup> all returns for **Australian orders will be FREE**. To access your **FREE** return label, please visit our *Returns & Exchanges* page online and click the Australia Post portal provided to create and print your label. Please note, if you do not use our Australia Post returns portal for your print-at-home label your return will be at your cost.

If you receive a faulty item, please contact us by email to arrange a resolution.

All **FREE returns** labels are trackable so please keep your tracking number before sending your parcel off.

If you are sending a return from outside Australia, it is advised that you send this with a **tracked parcel** so that delivery can be confirmed. G&H will not be responsible for return parcels that **do not arrive**. No credits or refunds will be issued.

**FINAL SALE ITEMS:** We do not accept returns on final sale items unless faulty by manufacture. Final sale items are all items marked down to a price of **\$40 or less**. Final sale items returned for change of mind will be charged a **\$7 ineligible return processing fee** which will be deducted from the credit note issued.

DO NOT CUT

CUSTOMER NAME .....

DATE OF ORDER ...../...../.....

DATE POSTED BACK TO G&H HQ ...../...../.....

EMAIL ADDRESS.....

All returned items below that pass our returns review process will be automatically issued a Credit Note as per our policy. If you require something specific, or have spoken to G&H Customer Service and they are awaiting your return to complete an exchange for you, faulty or otherwise, please tick this box.

### **IMPORTANT NOTE: DON'T FORGET TO KEEP YOUR TRACKING NUMBER SOMEWHERE SAFE**

ITEM	SIZE	PRICE	REASON FOR RETURN

Send all returns to: **59 Boundary Rd, Mortdale NSW 2223**

If you have any questions or concerns, please contact us at:  
**orders@ginghamandheels.com.au**