



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

### EXCHANGES

Unfortunately, we cannot always provide an exchange as our stock sells very quickly.  
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.

All credit notes will be issued as soon as possible upon receipt of your return but 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:** The cost of return shipping is at the customer's expense and is non-refundable, except where the garment is deemed faulty by manufacture. If faulty, please contact us by email to arrange return shipping.

If you have spent **\$100 or more** on your original order, we will **credit \$5 for postage** when your credit note is issued to cover the cost of return postage.

It is advised that all returns are sent with **tracked parcels** 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.

All swimwear, if returned, must still have the hygiene liner attached. Any swimwear returned without this liner, unless faulty, will be denied credit and returned to sender.

**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 refused upon delivery and returned to sender.

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**