

ROCK OLIVE

Creating beauty for you!

Welcome to the RO Family! As we are a small Australian Designer, Here are our simple returns policy instructions. Enjoy your new item/s! xo

DOES YOUR RETURN ITEM MEET THE FOLLOWING:

- Item is NOT SALE ITEM, Swimwear, Underwear or Jewellery
- Ensure that the product is unworn, unwashed and the tags are attached.
- Returned within 14 days for Australian orders and 28 days for international orders
- Has no fake tan, makeup or other stains
- Does not smell of cosmetics, perfume, deodorant or any other smells

HOW TO RETURN AN ITEM FOR STORE CREDIT OR AN EXCHANGE:

Step 1: **Check all the conditions above are met in order to be eligible for your return.**

Step 2: • Complete this Returns Form along with your items and post to:
• ROCK OLIVE, PO BOX 5039 Q SUPERCENTRE QLD 4218.

Step 3: • When your returned items are received by us, we will email your store credit code which is valid for 6 months.
• Please make sure you put in your correct email upon registration or we wont be able to contact you via email & also remember to keep an eye on your junk mail as our returns email sometimes ends up there :)

**View our full Return Policy on our website:
rockolive.com.au**

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RETURN FORM

NAME ON ORDER: _____

PHONE NUMBER: _____

ADDRESS: _____

ORDER NUMBER/ ITEM NAME: _____

REASON FOR RETURN: _____

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