

Aureta.

ONLINE STORE RETURN FORM

QTY	STYLE CODE	DESCRIPTION	ORDER NUMBER	REASON CODE	CODE OPTIONS
					1. INCORRECT ITEM
					2. INCORRECT SIZE
					3. FAULTY
					4. CHANGE OF MIND
					5. LOOKS DIFFERENT
					6. OTHER (PLEASE SPECIFY)

HOW TO RETURN YOUR PURCHASE

Fill out the required fields in the above form and send it back to us with the item in its original condition with all tags attached. Items that have been worn will not be refunded. Item must be returned within 7 days of receiving your delivery unless the item is deemed faulty.

Due to health and safety reasons, all returned items must be a clean and hygienic condition. Please be mindful that if our quality control team deems the item not to be faulty, to have been tampered with or in an unacceptable condition, the item will not be refundable and you will be required to pay for postage should you wish the item returned to you. We are not responsible for your package whilst in transit to our head office. For any other information regarding our returns policy, please contact us via e-mail at hello@auretastudio.com

If you would prefer an exchange for another size or please indicate above. Please complete all fields in the form to ensure your return is processed as quickly as possible. Please note that returns can take up to 7 days to get back to us (longer for overseas customers).

Please include your postage receipt with your parcel - if your item is deemed faulty or you received an incorrect item we will refund your postage costs.

RETURN PARCELS TO:
Aureta Studio: PO Box 651, MALVERN 3144 Australia

- RETURNS CHECK LIST
1. The item/s that are being returned.
 2. Completed 'Online Store Return Form'.
 3. Original receipt of postage costs for faulty product ONLY.
 4. Faulty items are in a clean and hygienic condition.

If you received a faulty item, please state clearly below what the fault was so that we can resolve it for you as quickly as possible.

DATE:

CONTACT DETAILS: (Please fill out ALL details in full as on your order)

Name: _____

Email: _____

Address: _____ Suburb: _____

State: _____ Postcode: _____ Country: _____

Contact Number: _____