

ONLINE RETURNS FORM



We want you to be happy with your purchase!

So if for any reason an item is not what you expected, the wrong colour or size or you are unhappy with it in anyway, we can either offer you a store credit or a refund (excluding shipping costs) based on the circumstances of your purchase.

Please ensure your return meets the following criteria:

- Full priced items can be returned within 14 days of receiving the product.
- Sale items are only eligible for a store credit (No refund) within 7 days of receiving the product.
- All tags and packaging must be attached and intact (including shoeboxes).
- All items must be in original, unworn condition.
- We cannot accept returns on underwear, swimwear, earrings and skincare for hygiene/health and safety reasons.

**Return to: Little Gatherer Returns,
19C Papakura-Clevedon Road,
Clevedon, 2582, Auckland**

Returns & exchanges received outside the above time frames will not be accepted. Please pack your items carefully so the product and the original packaging does not get damaged in transit. We highly recommend you use a track and trace service as Little Gatherer do not take responsibility for the package whilst in transit. Please ensure the Return Form is included.

Full Name: _____ Email Address: _____
Order Number: _____ Contact Number: _____

Product Name	Size	Reason Code

1. Too Small 2. Too Big 3. Change of mind 4. Received the wrong item 5. Faulty/Damaged

I WOULD LIKE A: REFUND (Full Priced items only) STORE CREDIT

When will I get my refund/store credit?

We will endeavour to have your return processed within 5 working days of receiving the item. If a refund is your chosen payment, this will be returned to the same payment method you paid with. Please allow an extra 1-5 working days for this to show up in your account. For afterpay/laybuy payments please allow an extra 1-5 working days.

Can I exchange an item online?

No sorry, Due to items frequently selling, we do not accept online exchanges. If an item does not suit or is the wrong size and you wish to exchange it, we recommend purchasing the new item to secure it first before returning the original for a refund, Sale items will be issued a store credit.

Can I return an online order to your store?

Absolutely! Just visit one of friendly team in store with your order number and the item you want to return and they will be able to help you with this.

I have questions about my return, is there a way I can contact someone?

Yes! Our customer service team are available Monday-Friday 9am-2pm. Email: info@littlegatherer.com Ph. +64 9 973 4585