

# FRIEND OF FRANKI

## RETURNS

1. Item(s) must be returned within 14 days of receipt.
2. Goods must be in original condition with all tags still intact.
3. Please retain proof of postage (receipt) until refund is processed.
4. Please note, no refunds or exchanges are accepted on sale items unless garments are faulty or not as ordered.
5. Please contact customer care if you believe your garment is faulty.

Return postage costs will be at your expense, unless items received are faulty or not as ordered. If you believe your item is faulty, please contact customer care prior to returning it to us. We cannot accept liability until items are received and have been confirmed as faulty.

## SHIPPING

By placing an order with Friend of Franki you are responsible for original shipping charges, all applicable custom import fees and the cost of return shipping back to Friend of Franki. This also applies to any shipments that are refused by you upon delivery.

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### PLEASE SEND RETURNS TO

**FRIEND OF FRANKI RETURNS**  
42 Baker St, Somerton Park  
Adelaide, SA 5044

|           |  |
|-----------|--|
| NAME      |  |
| EMAIL     |  |
| ORDER NO. |  |

### WHAT ARE YOU RETURNING?

| QTY | NAME | COLOUR AND SIZE | REASON CODE | REASON FOR RETURN CODE              |
|-----|------|-----------------|-------------|-------------------------------------|
|     |      |                 |             | 1. TOO LARGE                        |
|     |      |                 |             | 2. TOO SMALL                        |
|     |      |                 |             | 3. LOOKS DIFFERENT TO IMAGE ON SITE |
|     |      |                 |             | 4. ARRIVED TOO LATE                 |
|     |      |                 |             | 5. POOR QUALITY                     |
|     |      |                 |             | 6. FAULTY                           |
|     |      |                 |             | 7. DOESN'T SUIT ME                  |
|     |      |                 |             | 8. PARCEL DAMAGED ON ARRIVAL        |
|     |      |                 |             | 9. ORDERED MORE THAN ONE SIZE       |
|     |      |                 |             | 10. INCORRECT ITEM RECEIVED         |

Refund  (Not applicable to sale items)

An exchange (please specify size and colour) \_\_\_\_\_

Store credit

**We would love to know how you heard about us...**

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### THREE THINGS TO REMEMBER

- // WHEN RETURNING ITEMS WE RECOMMEND PURCHASING TRACKING - SO WE KNOW IT MADE IT BACK //
- // YOU WILL RECEIVE A CONFIRMATION EMAIL ONCE YOUR RETURN HAS BEEN RECEIVED //
- // RETURNS MAY TAKE UP TO 5 BUSINESS DAYS TO PROCESS //