edward meller

Online Return & Exchange Form



At Edward Meller, we offer you a high standard of service, and we appreciate that, in some instances, there may be a need to return or exchange your item(s).

All purchases made online, including sale items, can be returned for a full refund or exchange within 30 days from the date of delivery as long as the products remain unworn and in line with our Returns Policy (edwardmeller.com.au/pages/ refunds-returns). All 'return' postage costs will be at the customer's expense, with the exception of a return that has been deemed faulty by the Online Team.

IN-STORE:	Mail:
You may return or exchange at any stand-alone Edward Meller location (Not David Jones stores); however, stores cannot process refunds on behalf of the Webstore.	For information regarding returning this purchase, please scan the QR code or go to edwardmeller.com.au/pages/ refunds-returns
Stores will forward the details of your return/exchange to the Webstore, and your request will be processed as soon as possible (Monday – Friday).	Need Help? For assistance, please contact our Online Team and we'll be happy to assist.

Refunds will be processed to the original payment method used at the time of purchase as soon as possible. You will be notified via email to the address listed on your account when this transaction has taken place. Your banking institution may require additional days to process and post this transaction to your account.

Customer Contact Details:					
Ref No. / Tax Invoice No.#:					
Contact Name:		Contact Number:			
ltem:	Refund	Exchange	In Fachance Face	Reason	
	Please tick one		In Exchange For:	Code	

HERMANNS IMPORTS PTY. LTD. 9 TAUNTON DRIVE, CHELTENHAM, VIC 3192 T 1800 771 466 E webstore@edwardmeller.com.au A.B.N 63 735 231 433

Reason Code:

1. Change of Mind

2. It Doesn't Fit

3. It looks different to the Online photo

4. Faulty (please provide details)

5. Incorrect Item Received