

Frankie & Co Clothing

Thank you for shopping at Frankie & Co Clothing. We hope that you are happy with the items that you have ordered. If the items you have purchased are not suitable we are happy to help if you have changed your mind but only on items that are unworn. For change of mind returns, all full price merchandise that is unworn and in its original condition can be mailed back to Frankie & Co Clothing Online within **14 days** for all Australian orders or within **30 days** for all international orders and can offer you a Store Credit. Refunds or exchanges cannot be offered on Sale Items, unless the items are: faulty.

In order to qualify for a return you must:

- Complete the information required at the bottom of this form.
- Enclose your receipt with the merchandise you would like to return, and mail to:

FRANKIE & CO CLOTHING RETURN ORDERS 39 ABEL STREET, GOLDEN SQUARE, VICTORIA, 3555

- Customers will be responsible for all shipping and handling charges. Original postage costs will not be refunded.

Please note that any postage costs incurred will not be refunded. In order to provide our international customers with a speedy response, we no longer offer exchanges. We request that items which are to be exchanged are repurchased as new orders.

Should you have any further queries please email us at: info@frankieandco.com.au and we will be happy to help you with any further questions that you might have.

Yours sincerely,

Frankie & Co Clothing Online

RETURNS PROCEDURE

Name:.....
Number:.....

Daytime Phone

Address:.....
.....

Order Number:.....

REASON FOR RETURN- PLEASE CIRCLE YOUR PREFERRED OPTION:

- Change of mind: Y / N
- Faulty: Y / N
- Different Size: Y / N
- Store Credit: Y / N

PLEASE COMMENT AS TO WHY YOU ARE RETURNING ITEM/S:

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IF NEW SIZING OR STYLE IS REQUIRED PLEASE LIST ITEM/S:

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EXCHANGING ITEMS - HAVE YOU INCLUDED A PREPAID SACHEL WITH YOUR RETURN ITEMS: Y/N

NOTE:

- A REFUND IS ONLY APPLICABLE, IF AN ITEM IS FAULTY!

OFFICE USE ONLY:

Received Return Date:
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Staff member logging return:

Date Refunded:.....
.....

Staff member logging refund:

Refunded Total Amount: \$.....

PLEASE NOTE: IF YOU DON'T INCLUDE PAPERWORK WITH YOUR RETURNED ITEMS OR REPLY POSTAGE FOR EXCHANGED ITEMS YOU WILL RECEIVE A CREDIT TO USE AT OUR ONLINE STORE.