

HANELLEI RETURNS FORM

Before sending back your return/s please contact us first at hello@hanelle.com

It is really important to us that you love your purchase from Hanellei and we understand that mistakes can be made when you are not able to try on garments before purchasing. If you are not satisfied with your purchase or if it does not fit, we automatically offer an exchange for an online store credit note, unless you request for an exchange.

EXCHANGES

We accept returns on full priced item/s and item/s purchased with a discount code. You can exchange for a different size or style. Any price difference and re-shipping fee of \$8 will be charged before your exchange items/s are shipped. If you do not want another style or your exchange size is not available you can receive an online credit note instead. However the \$8 re-shipping fee for your next purchase will be deducted from your credit note total. This only applies for orders placed within Australia. International customers are responsible for return shipping and re-shipping fee for exchanges.

ITEMS NOT ELEGIBLE FOR RETURN:

- Item/s returned outside the 14 day timeframe within Australia or 21 days for overseas parcels.
- We do not accept returns on jewellery, lingerie & swimwear for hygienic reasons.
- Strictly no returns on Gift Cards, items purchased on Sale or Last Pieces. Sales and Last Pieces are final.
- Damaged: Cut, pulled, torn or with make-up, perfume, fake tan or tags removed. Returns will be processed within 5 business days from date received. For quicker processing we recommend sending item/s back express post.

PLEASE ENTER ALL DETAILS OR YOUR RETURN MAY NOT BE PROCESSED PROPERLY

NAME:	
EMAIL ADDRESS:	
ORDER DATE:	DATE DELIVERED:
ORDER #:	EMAILED HANELLEI: YES / NO

ITEM NAME	SIZE	COLOUR	REASON CODE

REASON CODE	(A) I purchased the wrong size	(B) Style does not suit me	(C) Wrong item/size received
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RETURN ADDRESS:	Hanellei, PO BOX 317, Browns Plains QLD 4118, Australia
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