

# HANELLEI RETURNS FORM

Before sending back your return/s please contact us first at [hello@hanellei.com](mailto:hello@hanellei.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.

## 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 with a Discount Code.
- 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**

<b>NAME:</b>	
<b>ORDER DATE:</b>	<b>DATE DELIVERED:</b>
<b>ORDER NUMBER:</b>	<b>EMAILED HANELLEI: YES / NO</b>
<b>EMAIL ADDRESS:</b>	

PRODUCT NAME	SIZE	COLOUR	REASON CODE

<b>REASON CODE REASON CODE</b>	(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 63 MEDOWIE NSW 2318, AUSTRALIA