

HANELLEI RETURNS FORM

Before sending back your return/s please contact us first at 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

NAME:			
ORDER DATE:		DATE DELIVERED:	
ORDER NUMBER:		EMAILED HANELLEI: YES / NO	
EMAIL ADDRESS:			
PRODUCT NAME	SIZE	COLOUR	REASON CODE
REASON CODE	(A) I purchased the wrong size	(B) Style does not suit me	(C) Wrong item/size received

RETURN ADDRESS: HANELLEI, 3 Mountain Ash Cl Medowie 2318, AUSTRALIA