

*name:* \_\_\_\_\_

*order number:* \_\_\_\_\_

<i>QTY</i>	<i>ITEM NAME</i>	<i>COLOUR &amp; SIZE</i>	<i>REASON FOR RETURNING</i>

*REASON FOR RETURNING:*

1.

*too big*

2.

*too small*

3.

*faulty*

4.

*change of mind*

5.

*quality*

6.

*incorrect item*

*tell us why you are returning:*

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## THANKS FOR SHOPPING WITH US

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To ensure you are eligible for a return, please make sure ALL of these conditions are met:

- |  |  |
|--|--|
| <input type="checkbox"/> items must be received in their original condition and packaging: unworn, unwashed, tags attached and with this returns form placed inside  | <input type="checkbox"/> items must be returned within 14 days from when you received the parcel (freight time is excluded in the 14 days)                   |
| <input type="checkbox"/> the item being returned <b><u>IS NOT</u></b> one of the following: piercing jewellery (eg. earrings), lingerie/intimates, final-sale (outlet) products or products purchased with a promotional offer | <input type="checkbox"/> shipping cost is at the sender's expense (we do not supply return labels to our customers)<br>All shipping costs are non-refundable |
|  | <input type="checkbox"/> returned swimwear must have hygiene sticker attached  |

*We will not be accepting the return if the item/s do not fulfill the above*

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## PLEASE ADDRESS & SEND RETURN TO:

XENIA BOUTIQUE RETURNS  
UNIT 2/31 ANTHONY ST,  
WEST END, QLD 4101  
AUSTRALIA

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## RETURN PROCESSING TIME:

- Any item/s not shipped back to us within 14 days after receiving your parcel can be denied and shipped back at customer's expense.
  - You will receive your Online Voucher via email within 5 business days of your return being received. The voucher will be sent to the email address listed under your Xenia Boutique Account when the order was placed.
  - Domestic returns by regular post can take about a week, while express post should take 3 business days.
  - International post can take up to two weeks to arrive.
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## FAULTY ITEM?

If you think your item is faulty please email [customercare@xenia.com.au](mailto:customercare@xenia.com.au), include your full name, order number and photos of the fault before sending your item back so our customer care team can organise a solution.