



# Returns/Exchange FORM



sugarandspice.com.au



RETURN To:

PO Box 310

Chermside South, Queensland AUS 4032



sales@sugarandspice.com.au

First & Last Name : \_\_\_\_\_

Order Number : \_\_\_\_\_ Phone Number : \_\_\_\_\_

Your Email Address : \_\_\_\_\_

Your Shipping Address : \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Reason For Return : \_\_\_\_\_

\_\_\_\_\_

(If you have ordered the wrong size we suggest you order the correct size immediately save the time delays while your refund is being processed).

Items being returned:

Product Name/SKU \_\_\_\_\_ Colour \_\_\_\_\_ Size \_\_\_\_\_

Product Name/SKU \_\_\_\_\_ Colour \_\_\_\_\_ Size \_\_\_\_\_

I am wanting to exchange this sample sale gown for a different one: YES / NO

Please identify the gown you'd like to exchange for:

Product Name/SKU \_\_\_\_\_ Colour \_\_\_\_\_ Size \_\_\_\_\_

It is strongly advised to register your returning parcel, as Sugar & Spice will not accept any responsibility for goods lost in return transit. In order to process your return, please return this completed returns form.

**Important things to note:**

- You can return items to us strictly within 10 days of receipt of your order.
- If you require a refund, this will only be paid to you by the method in which you originally paid.
- The items must be in original, undamaged & unworn condition with all labels attached.
- Affix postage to your return, no postage is refunded unless the product is incorrectly supplied, not if you make an incorrect choice. If reordering no return postage satchel is required.
- Ensure your Returns Form is filled out correctly, so we can process your return/exchange as quickly as possible.
- If you are wanting to exchange a gown the price of the original gown will not be refunded if it is more than the other gown you choose. You will be offered the difference as a store credit. Shipping costs will be charged both for the original order and for the new exchange piece. If the price difference exceeds your original gown you will be issued an invoice to pay before the new item can be shipped.
- Under no circumstances will we accept goods returned on a COD basis, they will be returned to you.
- A restocking fee will be charged and deducted from the order total for my returned item.

I understand and accept the conditions of my return/exchange: x \_\_\_\_\_