



## ONLINE ORDER RETURN FORM

**STEP 1:** Check our conditions below to see if your item is eligible for return

**STEP 2:** Complete this form and send your items to 76 Capella Street, Clermont QLD 4721

**STEP 3:** Choose your preference: refund or exchange

Name \_\_\_\_\_ Date \_\_\_\_\_

Order # \_\_\_\_\_ Phone Number \_\_\_\_\_

Address \_\_\_\_\_

Email \_\_\_\_\_

I would like a refund (we will contact you to obtain details for refund)

I would like an exchange for another item – Will incur a postage fee of \$10  
(please provide details below)

\_\_\_\_\_  
\_\_\_\_\_

Product Name	Product Code	Qty	Reason for Return	Return Codes
				1 = Changed my mind 2 = Doesn't suit me 3 = Wrong size 4 = Incorrect item received 5 = Damaged / faulty

**Please note our returns policy:**

If you would like to return your purchase, we will happily offer an exchange or refund providing the item is unworn, undamaged and returned within 30 days with the original labels and tags attached. If these criteria are not met, Finstones reserve the right to reject the return. We are not able to provide a refund or exchange on sale items. The cost and method of shipping are the responsibility of the customer. It is recommended you return the goods via a method that provides tracking. Finstones does not accept responsibility for returns that are not received. Refunds will be credited by the same method you used to process the original sale.

**If you have any questions prior to returning your item, please contact us at  
[sales@finstones.com.au](mailto:sales@finstones.com.au) or phone 07 4983 2629**