

Online Returns Policy

Try your online purchases on in the comfort of your own home and if you need to return them, you have 14 days from the date of delivery to you.

All Returns are subject to the terms stated below:

- Items must be in original condition and must not have been worn, altered or washed
- All tags must remain in place
- Every garment shipped has a tag attached reading "Please note that returns will only be accepted if this tag remains attached and garment is in unused condition"
- Once this tag has been removed, the garment is no longer returnable.

Full-Priced Styles:

You may return your full-priced purchases for any reason, for a Refund or a Leona Credit

Sale Styles:

We do not offer refunds for sale items. This includes products that have been discounted for a promotional period and permanent discounts.

ONLINE RETURNS PROCEDURE

1. Returns Form:

All deliveries come with an Online Store Returns Form, see reverse side. Alternatively, you can download this form from our website. This must be completed and sent to us with your return.

2. Request a Return Authorisation Number:

You must contact our Online Customer Support team on support@leonaedmiston.com to request a RETURNS AUTHORISATION number to complete the form below.

3. Please return your purchased goods, along with the Online Store Returns Form and the Invoice to the address provided on the Online Store Returns Form.

4. Receipt of Return:

Upon receipt of the return, we will notify you once The Refund or Credit note has been processed.

Please note that you are responsible for any costs associated with returning your items to us, and that the goods are your responsibility until they reach our Online Store



Online Returns Form

If you intend to return your Leona Edmiston Online Store Order, please fill in the below form.

Please return your purchased goods, along with the Online Store Returns Form and the Invoice to the below address:

Leona Edmiston Online Studio 6, 32 Ralph Street Alexandria NSW 2015

Please note that you are responsible for any costs associated with returning your items to us, and that the goods are your responsibility until they reach our Online Store.

FULL NAME	
EMAIL	
ORDER NO. (4 Digit Number)	
RA#	

Please fill in returned garment(s) information below:

PRODUCT CODE	PRODUCT NAME	PRODUCT SIZE	REASON CODE	REASON FOR RETURN CODE		
				1. DOESN'T FIT ME		
				2. DOESN'T SUIT ME		
				3. FAULTY		
				4. ARRIVED TOO LATE		
				5. INCORRECT ITEM		
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I would like to receive a 100% Leona Credit to be used within six months.						
I would like to receive a refund (Full-Priced Styles only)						