Keturns & Exchanges

Deshabillé Guarantee's...

That you have ordered a quality product that you will love. If you are not 100% satisfied with your purchase, we are happy to refund you. For any queries on returns and exchanges, please contact our helpful customer service team on: **care@deshabille.com.au**

Exchanges

If you would like to exchange your items, please e-mail us on: care@deshabille.com.au and let us know what you would like to exchange for so we can hold the items for you.

Please include this form when you return the original item/s and note return code E below. A credit note will be issued for all exchanges. You can simply repurchase the item you want on our website with the credit code we provide you.

Faulty Items

We strive to deliver high quality products at all times, but occasionally a garment may slip through our QC procedures. In the event that this does happen, we apologise & will rectify the situation quickly for you. If you have received a faulty item - please forward your invoice e-mail to us with a photo of the item / flaw to: care@deshabille.com.au

What next?

• Refunds are not given for garments that are damaged due to care instructions not being followed.

Returns Policy

- We accept returns on all items that are over AUD\$35.
- Goods must be returned unworn & unwashed within 30 days of your order date. Exceptions can be made for international & country locations, please contact us if this applies to you.
- Goods must be returned folded in it's original packaging.
- All tags must still be attached to the garment(s).
- We will credit your original method of payment, excluding postage fee (unless goods are faulty or not as ordered) within 14 days.
- All exchanges & returns incur a \$10 return postage fee

Returns Checklist

It's easy to return an item by following these 4 steps:

- Fold garment with tags intact, place in the original polybag & seal well.
- Complete this returns form with all details filled in & put in the parcel.
- Contact us on care@deshabille.com.au for a pre paid returns postage label - Australian orders \$10. International - an unpaid label will be provided.
- When we receive your returned item we will notify you & process your credit or refund within 7 days.

To help us to quickly process your return, please clearly fill out all the following details and we'll look after the rest!					
Name:		B Too Big		E Exchange	
Email:		S Too Small D Defective/Faulty		I Item damaged from shippingW Wrong item	
Phone:		F Not what I expected		L Delivered too late	
Date return posted: Order Number:		C Not colour I ordered J I didn't like it		O Other	
ITEM CODE	ITEM DESCRIPTION		SIZE	QUANTITY	RETURN CODE