



## RETURNS FORM

Thank you for your recent purchase with rq. If for any reason you need to return your purchase, we will accept a return within 14 days of delivery.

## RETURN CONDITIONS

- The item(s) must be in original condition and packaging, with tags attached. Please note: intimates must not be returned due to health and hygiene laws.
- If you are returning an item with boning, please ensure that the item is packed with care and the boning has not been bent or folded. We will not accept returns where boning has been misshapen.
- Please note, we deduct a \$10 return fee on all refunds. There is no fee on exchanges or credit.
- Items purchased using the 10% new subscriber code are eligible for a refund, exchange or credit.
- Sale items are eligible for an exchange or credit. There are no refunds on sale items. This includes items purchased using a promotional sale code.
- Final sale items are marked 'final sale' and are not eligible for a refund, exchange or credit.

## FAULTY ITEMS

- If you have received a faulty item please email us at [info@rqthelabel.com](mailto:info@rqthelabel.com) with supporting imagery so we can determine the next course of action.
- Items will be assessed upon the return and deemed faulty by our team.
- Faulty items do not include those that have already been worn.

## LODGING A RETURN

- To lodge a return, send your items to the following address. Please include this form with your returned order, ensuring all details are completed.
- Please note, we do not cover return shipping costs.
- Once received, your return will be processed within 5 business days. Please allow up to 10 business days for the returned funds to show in your account.

## RETURN DELIVERY ADDRESS

rq. Returns  
10A Ulm Street  
Scullin ACT 2614  
Australia

NAME:

ORDER NO:

ITEM/S RETURNING:

RETURNING FOR (PLEASE CIRCLE):

- Refund (full priced items only)
- Exchange (please specify item/s exchanging for) \_\_\_\_\_
- Store Credit

RETURN REASON (PLEASE CIRCLE):

1. Too small
2. Too large
3. Too short
4. Too long
5. I didn't like the fit / it didn't fit well
6. Colour not as expected
7. Received wrong item
8. Faulty item