

# threadz

## Online Store Returns, Refunds & Exchanges Form

Return address for all returns:

**Threadz Online Returns 31  
Gilbert Park Drive Knoxfield  
VIC 3180**

### RETURNS PROCESS

1. Complete the **returns form**
2. Package the items you are returning, along with the return form (The satchel you received your order in is re-useable for returns)
3. Post the package to the online returns address above
4. You should receive your refund (or for exchanges, your replacement item) within 14 days. All refunds are made to the original method of purchase.

### EXCHANGES

- For exchanges of an alternate size or colour (of the same style), use the returns process above.
- No exchange on sale items but will happily provide a refund.

### CONDITIONS

Returns or exchange for change of mind (or does not suit, incorrect size ordered etc) are accepted provided that:

- the item/s is in original condition (unworn, unwashed) and not damaged,
- original tags attached,
- the return form is completed and enclosed with the items,
- The return is received within the specified returns window (Currently extended to 30 days\*),
- No exchange on sale items, and
- No refunds or reimbursement for freight or postage costs (except for faulty items).

### CONSUMER GUARANTEES AND FAULTY, DAMAGED OR INCORRECTLY DESCRIBED ITEMS

Our returns policy does not affect your rights under the Australian Consumer Law. These consumer guarantees cannot be limited by us. If your product is not of acceptable quality, is not fit for its purpose or is different from its description, then you may be eligible for a refund, exchange or any drop in value of the product (if you choose to keep it).

Please use the returns process above. Please remember to include a copy of your **postage receipt**. We will reimburse reasonable postage costs for the return of faulty garments.

Name: \_\_\_\_\_

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

Daytime Phone: \_\_\_\_\_

Product Name/ Code	Colour	Size	Reason	Amount

TOTAL: \_\_\_\_\_