



AROUSAL&DESIGN

RETURN POLICY

An order can be returned if the following requirements are met:

Clothing

ONLY unused, unwashed and "like new" garments with tags still attached will be accepted and may be exchanged or returned for a full refund to original form of payment. All returns must be received back within 28 days of original purchase. Original receipt or purchase verification is required on all returns and exchanges.

Returns

1. Simply fill-in the orders return note on the reverse of this policy (or download the form online) and send back to us with the item/s and a copy of your order submission email.
2. Customers are responsible for the shipping cost of returns unless your order was shipped with incorrect or defective merchandise. Send your return using the method and cost of your choice and convenience.
3. We will process your refund when we receive the returned merchandise. (If after 28 days online credit will be given)

Online Order Cancellations/Changes

Changes can only be made to an order once submitted by emailing your request to orders@arousalanddesign.com.au within 6hrs of order submission. Our fulfilment processes was designed to save you time by quickly processing your order. The moment you submit your order, you can expect that we are immediately working to get it to you as quickly as possible.

Exchanges

1. You may send items in for an Exchange of a different size or style.
2. You may go to our website and place a new order for the items you would like in exchange. This will ensure the items you want will be in stock and that you will receive them quickly. Then send back the items you would like to exchange and we will treat it as a return.
3. You may also write your exchange preferences on the Return/Exchange form and include it along with the invoice and product that you would like to exchange.
4. Customers are responsible for paying for the shipping charges on their exchange. We will contact you for your billing information once we receive your exchange.
5. If the item you are requesting becomes out of stock prior to processing your Exchange, we will refund you for the item(s) sent in for the Exchange and email you notification.

If your product meets the conditions outlined above, you may return your order to the address below. We recommend obtaining a postal tracking number to ensure the parcel arrives safely to us in a timely manner.

AROUSAL&DESIGN RETURNS

28 DAVILAK CRESCENT
MANNING, WA 6152
AUSTRALIA

YOUR ORDER SUMMARY	
ORDER DATE:	ORDER No.



AROUSAL&DESIGN

QTY	PRODUCT CODE	DESCRIPTION	REASON CODE	REASON FOR REFUND/EXCHANGE CODE
				1: Incorrect item received 2: Poor quality 3: Item is faulty 4: Does not fit properly 5: Doesn't suit me 6: Arrived late 7: Looks different to image on website

Delivery and Returns Note

Need to return something? Items can only be returned for refund or exchange. Simply fill in the form and send it back to us with the item/s (only in their original condition, unused, unwashed and "like new" garments with tags/stickers still attached will be accepted and may be exchanged or returned for a full refund to original form of payment).

Please follow the steps below within 28 days of receiving your delivery:

RETURNS

Next to the products listed above, select one of the reason codes against your return.

1. You can place a new order if a replacement size, colour or alternative items are required, and return the original item/s to us for a refund.
2. Returns can take up to 7 working days (14-21 days from overseas) to get back to us. Make sure you enclose this form with your items in your parcel so that we can complete your return within 1 working day of receiving it back.
3. Please retain a proof of postage until we've confirmed your refund has been completed. We'll send you an email to let you know once your refund has been issued.

For information or help please email requests to: orders@arousalanddesign.com.au