

RETURNS & EXCHANGES FORM

Name: Order #: RMA #:

Email: Todays Date:

NAME OF ITEM BEING RETURNED	RETURNED SIZE	REASON FOR RETURN (B) Too Big (S) Too Small (W) Wrong item sent (D) Didn't suit (F) Faulty

Four Love Exchange Policy (Full policy online)

- We do not offer a refund for change of mind or if the item does not fit/suit. We provide a store credit note.**
- Before posting back, please ensure each item is in its original condition, unworn, unwashed with all tags still attached. This includes no make up stains or perfume scent.
- You must post the item within 14 days from receipt, as per tracking details recorded by our shipping company.
- The item must not be part of our clearance priced items from the 'Clearance'. We do not, refund, exchange size or provide store credit for these items.**
- Return of an item will be at your own expense. We recommend recording your tracking number as we cannot be liable for any missing parcels.
- Sorry, we cannot hold items you wish to exchange for so we recommend sending back your item asap to avoid disappointment where you can then use your store credit to purchase what you like.
- A store credit note for acceptable items will be processed on the same business day, or next, that we receive it back. Store credit notes are in the form of an email Gift Card with a unique discount code for our website. You may also shop in store with your credit amount by telling us your name.
- If you originally paid for shipping, (ie not free shipping over \$80) Credit notes will also include free return standard shipping (limited to one exchange). An extra \$5 credit will be added to cover this cost. This extra \$5 credit will not apply if you picked up in store.
- Promotional items or giveaways may not be refunded for cash or store credit. One size change is acceptable when available.
- When an item is deemed faulty by Four Love, we will only offer refund when the item can not be replaced with the exact same item or repaired. This is in accordance with Australian Consumer Law.
- Four Love Exchange Policy applies to all payment methods - credit card, after pay, paypal, cash.

Any questions regarding your return please email returns@fourlove.com.au

**PLEASE RETURN THIS FORM AND THE ITEMS TO:
FOUR LOVE Shop 3, 13-21 Putland Close, Kirrawee NSW 2232**

Office Use: Date Received Date Issued Initials

Credit Code.....