

YOUR EXCHANGE / RETURNS FORM

SILQUE

Please fill in the form below with the items you wish to return and specify if you would like a REFUND or an EXCHANGE. If you are returning an item for EXCHANGE, please specify the exchange item you wish to receive.

Order Number: _____ Full Name: _____
Address: _____
Email: _____ Phone Number: _____

Returns Policy:

We offer a 14-day satisfaction guarantee for Australian orders and a 30-day satisfaction guarantee for international orders. If you are not satisfied with your purchase, you can request an exchange or refund. To be eligible for a return, the items must be unworn, with tags attached, and in perfect condition. We reserve the right to refuse returns or exchanges for items that do not meet these requirements. For Australian customers, we will cover the shipping costs for replacement orders. International customers are responsible for return shipping costs.

ITEM	QUANTITY	RETURN OR EXCHANGE?	EXCHANGE ITEM REQUESTED	EXCHANGE ITEM COLOUR	EXCHANGE ITEM SIZE	REASON FOR RETURN CODE

Please allow up to 14 working days for us to receive and process returned items. Also, please note that it is the customer's responsibility to ensure that the returned items reach us safely. We recommend using a tracked or signed-for delivery service when returning goods.

REASON FOR RETURN CODE

- | | | |
|--------------|----------------------------------|----------------------------|
| 1. Too big | 5. Ordered multiple sizes | 9. Incorrect item received |
| 2. Too small | 6. Style not suitable | 10. Unwanted gift |
| 3. Too long | 7. Late delivery | 11. Damaged item/package |
| 4. Too short | 8. Difference from website image | 12. Changed my mind |

When returning items, kindly use a courier service that issues a receipt as proof of postage. We cannot assume responsibility for items lost in transit. Please email us a photo of the tracking number associated with your returned item for our records.

We do not offer free returns outside Australia. Include the completed form inside your return parcel and attach the address label below on the outside.

Australian Customers

- **EXCHANGES:** We extend a warm welcome to our new customers in Australia. As a special offer, we provide ONE free complimentary returns label exclusively for exchanges only.
- **REFUNDS:** If you wish to initiate a full refund, please be advised that you are responsible for covering the associated postage costs at your own expense. Kindly send the items to the address specified in the box below.

Australian Customers Who Have Ordered With Us Before: If you have placed orders with us before, please use our postal address below in the box, to send back to us using your own shipping method.

Customers Outside Of Australia: Please use our postal address below in the box, to send back to us using your own shipping method.

SILQUE APPAREL PTY LTD - RETURNS (BC)
PO BOX 2334 BURLEIGH HEADS QLD 4220
AUSTRALIA

USE SAME BOX TO SEND ITEMS BACK TO US

When returning your items, we kindly request the use of the original packaging, including the designated box and luxurious cotton bag. Aligned with our commitment to sustainability, we strive to reuse and recycle. Please take a moment to cover any existing shipping labels to prevent mix-ups during the return shipment. Your contribution to creating a more environmentally mindful shopping experience is sincerely appreciated. Thank you for your cooperation.

ADDITIONAL COMMENTS (Optional)

Please provide any additional information regarding your return or exchange:

To ensure a seamless return process, we kindly request customers to submit a clear photo of the tracking number by emailing it to **contact@silque.com** or by sending it via WhatsApp to **+61 416 015 648**. By providing us with this information, we can promptly initiate the necessary steps to process your return efficiently. We appreciate your cooperation and look forward to assisting you.

By completing this form and returning your item(s), you confirm that you have read and understood Silque's Return and Exchange Policy, and agree to comply with its terms. Please note that Silque reserves the right to refuse any returns or exchanges that do not meet our policy requirements

For any questions or concerns, please contact our Customer Service team

If you have any questions, please contact the Customer Care team at contact@silque.com or text +61 416 015 648 Monday-Friday 9:00am - 6:00pm Australian Eastern Standard Time (AEST)