

RETURNS/EXCHANGES form

PLEASE ENSURE:

- The invoice and this form is included with garment
- Refunds are available only for full priced items if the item is FAULTY or WRONG. We do not offer refunds for change of mind, only exchanges.
- Garments are in original, unwashed and unworn condition as purchased with all tags attached & no stains.
- Make sure the style code on the garments tag matches the receipt.
- We do not offer refunds for sale items.

PLEASE NOTE: Items must be returned within 14 days of the receipt for all AUS orders & 28 days of the receipt for all international orders. The cost of return shipping is at the customer's expense and is non-refundable.

CUSTOMER NAME: _____

ORDER NUMBER: _____

ORDER DATE: _____

RETURNED ITEM(S) DESCRIPTION: _____

EMAIL ADDRESS ON YOUR ACCOUNT: _____

PLEASE CHOOSE ONE: **REFUND** (IF FAULTY/WRONG ONLY) **EXCHANGE**

REASON FOR RETURN/EXCHANGE (please tick one):

- SIZE** **WRONG GARMENT WAS RECIEVED**
- CHANGE OF MIND** **FAULTY** - Describe fault: _____

FOR EXCHANGES ONLY (Please tell us how we can help you):

- STORE CREDIT** **EXCHANGE FOR** - Tell us the style, size & colour if possible:
- _____

WE hope NEXT time YOUR order WITH us WILL be FLAWLESS!

OUR RETURNS ADDRESS:

ebonie n ivory RETURNS/EXCHANGES
Suite 21/8-24 Kippax St
Surry Hills NSW 2010 Australia

OUR FULL RETURNS POLICY CAN BE VIEWED AT:

www.ebonienivory.com