

CHARCOAL

# RETURN FORM

NAME: \_\_\_\_\_ ORDER NUMBER: \_\_\_\_\_

NAME OF ITEM RETURNING:

REASON  
CODE:

REASON  
CODE:

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- 1**- TOO SMALL
- 2**- TOO BIG
- 3**- TOO SHORT
- 4**- DON'T LIKE IT
- 5**- NOT AS PICTURED
- 6**- FAULTY (DESCRIBE  
FAULT)

TICK RETURN PREFERENCE

100% CREDIT NOTE       REFUND

TERMS + CONDITIONS

- Items can be returned within 30 days of fulfilment for an online Credit Note, Refund, or AfterPay/Zip Pay cancellation.
- We offer Refunds to the original form of payment for returned orders
- We offer either an Afterpay/ZipPay cancellations, Refund or credit note for returned orders
- When returning for a Refund or Afterpay/ZipPay cancellation, we will deduct \$6 for the use and cost of our returns facility if you are an Australian based customer.
- We cannot accept returns from in-store purchases via online, and vice versa.
- We do not accept returns on items marked as 'FINAL SALE'. These are items with Final Sale displayed on the product image, not items marked down from discount codes or on flash sales.
- Items must be received in original condition - unworn, unwashed, with all tags still attached. Items must be free from stains and scents e.g. makeup, fake tan, perfume. Please take care when trying on to not damage or stain the item/s as if your return does not meet the above criteria it will be sent back to you.
- Shoes must be returned in their box and in unworn, original condition.
- For hygiene reasons swimwear, bodysuits, cosmetics, earrings and undergarments cannot be returned.
- Please email [info@charcoalclothing.com.au](mailto:info@charcoalclothing.com.au) if you believe your product is damaged or faulty. We will treat this with the highest of priority.