



**RETURN ADDRESS:**  
**HC PRODUCT RETURNS**  
 25 FENDEN ROAD,  
 SALISBURY PLAIN, SA, 5109

<b>Request:</b>	<b>Details:</b>
<input type="checkbox"/> Store Credit + extra 10% of return value	Customer Name:
<input type="checkbox"/> Exchange	Order Number:
<input type="checkbox"/> Refund	Order Date:

Item #	Product	Qty	Reason For Return

**Notes:**

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**Return Terms and Conditions:**

If for any reason your item is unsuitable simply return it to us **within 14 days** of receiving it, for a refund, exchange or store credit! To ensure your return can be processed quickly please fill out this form ensuring you include your order number, full name, product information and return reason. Then safely package your item/s up and send it back to us along with this return form.

To return your item you will need to do the following things:

- Send the item/s back in the original product packaging, including any product tags and cardboard picture inserts.
- Return any items in their original brand new unworn condition.
- Ensure items are packaged carefully so that they do not damage during transit. If you received your item in a box please re-use it.

- Include this returns form in your parcel with all of your order details.
- Advise which return option you would like. If no option has been selected, we will issue a store credit.
- Please also make sure that your item is sent back within 14 days of receiving them.

#### **Store Credit:**

If you choose to return your item/s for a store credit, we will add an extra 10% of the total return value on top!

#### **Exchanges:**

If you need your exchange item quickly (within 2 weeks) we recommend placing a new order online and sending your unsuitable item back to us for a refund. If you have plenty of time to process your exchange (more than 2 weeks) we can do a direct exchange for you. Please ask us to reserve the item you want to exchange for by phoning us on (08) 8258 5141 or contacting us via email or website live chat. Postage fees (\$11.99 for Standard Shipping , \$15.99 for Express Shipping or \$18.99 for Toll Priority) for your new item and any difference in price will need to be paid prior to your exchange item being sent out.

#### **Posting Your Return Parcels**

Customers are responsible for any charges incurred when returning items/orders. Customers will be required to pay relevant shipping charges through their chosen parcel delivery service.

We do not recommend marking any parcels with 'Return to Sender'. Although this may seem like the easiest option, the delivery time for 'Return to Sender' parcels can be in excess of 6 weeks. For parcels marked 'Return to Sender' the \$12.99 return delivery cost charged to us by Australia Post, will be forwarded to the customer by way of deduction off any sought refund.

#### **Deductions / Handling Fee**

Please note that original shipping costs are not refunded. If an order received free shipping and the entire order or part of the order is returned for a refund, and the balance of the order that is kept by you adds up to less than the free shipping amount, a **\$11.99 shipping fee will be deducted from the refund** as the free shipping promotion no longer applies to your order. Any refund amounts that exceed \$300 will be charged a 20% handling fee, this will be deducted from your refund. If you have received free shipping and returned over \$300, only the handling fee will apply to your order.

**\*\*Important, Please Note – Orders placed using Afterpay that are being returned for a refund, will incur a surcharge of 6% of the total refund value. This surcharge will be deducted from the refunded amount. We apologise for this inconvenience however; this is an unavoidable fee charged by Afterpay.**

#### **Exclusions:**

Unfortunately, due to health reasons, we are unable to accept certain items for return, these include: inflatables, opened makeup, hosiery, teeth, prosthetics, pierced jewellery, or opened wigs unless they are faulty. Please ensure to try on products of an intimate nature such as underwear and bodysuits over your own underwear. We cannot accept any worn or soiled items. If your return does not meet our criteria, we will contact you.

Refunds are processed once a week on Thursdays and can take up to 3 business days to clear once processed. Please retain a proof of postage until we have confirmed that your return has been processed.

For any further information regarding returns please see our full returns policies on our website. You can also contact us on (08) 82585141, or email us at [service@heavencostumes.com.au](mailto:service@heavencostumes.com.au)