

Before sending, please complete this checklist:

- | | |
|---|---|
| <input type="checkbox"/> WE DON'T OFFER RETURNS ON COSMETICS/EARRINGS FOR SANITARY REASONS | <input type="checkbox"/> ITEMS MUST BE RETURNED UNWORN, TAGS ATTACHED AND IN ORIGINAL PACKAGING |
| <input type="checkbox"/> PLEASE NOTE SHIPPING COST IS AT THE SENDER'S EXPENSE (WE DO NOT SUPPLY RETURNS LABELS) - ALL SHIPPING COSTS ARE NON-REFUNDABLE | <input type="checkbox"/> ITEMS MUST BE RETURNED WITHIN 30 DAYS FROM RECEIVING THE PARCEL |
| | <input type="checkbox"/> WE DO NOT OFFER REFUNDS FOR RETURNS, INSTEAD WE ISSUE CREDIT NOTES |

WE WILL NOT ACCEPT RETURNS IF THE ABOVE CRITERIA IS NOT MET

PLEASE ADDRESS & SEND YOUR RETURN TO:

**MURA BOUTIQUE RETURNS
UNIT 4/19 MUSGRAVE STREET
WEST END, QLD, 4101**

RETURNS PROCESSING TIME:

- WE PROCESS ALL OF OUR RETURNS WITHIN 14 DAYS OF RECEIVING YOUR ITEMS
 - YOU WILL RECEIVE AN EMAIL WITH YOUR RETURN APPROVAL INFORMATION WHEN THE RETURN HAS BEEN RECEIVED AND INSPECTED
 - DOMESTIC RETURNS BY REGULAR POST CAN TAKE UP TO A WEEK TO REACH US, WHILE EXPRESS POST CAN TAKE UP TO 3 DAYS
 - INTERNATIONAL RETURNS CAN TAKE UP TO 2 WEEKS TO REACH US
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FAULTY ITEM OR OTHER CONCERNS?

IF YOU THINK YOUR ITEM IS FAULTY, PLEASE EMAIL ASK@MURABOUTIQUE.COM.AU WITH YOUR FULL NAME, INVOICE NUMBER & PHOTOS OF THE FAULT BEFORE SENDING BACK YOUR ITEM/S SO THAT OUR CUSTOMER CARE TEAM ARE ABLE TO ORGANISE A SOLUTION FOR YOU.

Mura Returns

PLEASE FILL OUT ALL SECTIONS OF THIS FORM
BEFORE SENDING OFF YOUR RETURN

NAME: _____

ORDER NUMBER: _____

QTY	ITEM NAME	COLOUR & SIZE	REASON FOR RETURN

REASON FOR RETURN:

- | | | | | | |
|---------------------------|------------------|--------------------|--------------------------------------|-----------------------|-------------------------|
| 1.
DON'T LIKE
IT ON | 2.
TOO
BIG | 3.
TOO
SMALL | 4.
DIFFERENT
TO AS
PICTURED | 5.
ARRIVED
LATE | 6.
CHANGE OF
MIND |
|---------------------------|------------------|--------------------|--------------------------------------|-----------------------|-------------------------|

TELL US MORE ABOUT WHY YOU ARE RETURNING:

PLEASE NOTE OUR TEAM WILL INSPECT THE ITEMS AND RESERVE THE RIGHT TO REFUSE THE RETURN IF IT DOES NOT MEET THE RETURN CONDITIONS. IN THESE CASES THE ITEMS WILL BE RETURNED TO SENDER.