

# MURA RETURNS

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

*name:* \_\_\_\_\_

*order number:* \_\_\_\_\_

| <i>QTY</i> | <i>ITEM NAME</i> | <i>COLOUR &amp; SIZE</i> | <i>REASON FOR RETURNING</i> |
|------------|------------------|--------------------------|-----------------------------|
|            |                  |                          |                             |
|            |                  |                          |                             |
|            |                  |                          |                             |
|            |                  |                          |                             |
|            |                  |                          |                             |
|            |                  |                          |                             |

*REASON FOR RETURNING:*

1.

*don't like*

2.

*too big*

3.

*too small*

4.

*doesn't look  
the same as  
online*

5.

*arrived late*

6.

*change of  
mind*

*I WOULD LIKE*

*web credit*       *to cancel my Afterpay Plan*

*tell us why you are returning:*

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PLEASE NOTE OUR TEAM WILL INSPECT THE ITEM AND RESERVE THE RIGHT TO REFUSE THE RETURN IF IT DOES NOT MEET THESE CONDITIONS AND WILL BE RETURNED TO SENDER. CREDIT NOTES ARE VALID FOR 12 MONTHS.

**MURA**  
BOUTIQUE

## BEFORE SENDING, PLEASE COMPLETE THIS CHECKLIST:

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- |  |  |
|--|--|
| <input type="checkbox"/> <i>we don't offer returns on cosmetics/ earrings, undergarments (bras/ underwear) for sanitary reasons</i>  | <input type="checkbox"/> <i>items must be returned within 30 days from when you have received the parcel</i> |
| <input type="checkbox"/> <i>please note shipping cost is at the sender's expense (we do not supply return labels to our customers)<br/>All Shipping costs are non-refundable</i> | <input type="checkbox"/> <i>items must be received unworn, tags attached and in original packaging</i>       |
|  | <input type="checkbox"/> <i>returned swimwear must have hygiene sticker attached</i>                         |

*We will not be accepting the return if the item/s do not fulfill the above*

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## PLEASE ADDRESS & SEND YOUR RETURN TO:

*Mura Boutique Returns  
Unit 4/19 Musgrave Street  
West End, QLD, 4101*

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## RETURNS PROCESSING TIME:

- *We process all of our returns within 7 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 about a week, while express post should take 3 days*
  - *International post can take up to 2 weeks to arrive*
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## FAULTY ITEM? WE'RE HERE TO HELP!

*If you think your item is faulty please email via [ask@muraboutique.com.au](mailto:ask@muraboutique.com.au), include name, invoice number and photos of the fault before sending back your item so our customer care team are able to organise a solution for you.*

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*xx Mura*