



CONGRATULATIONS ON YOU'RE NEW ITEMS

We Think You Have Great Taste In Style!

Having serviced more than 42,000 orders & more than 25,000 customers since 2017 we do understand that sometimes you may need to return your purchase.

Be it for an issue with sizing, an incorrect item ordered or even if you've simply changed your mind about your purchase, here at TheSwankStore, we take pride in making your shopping experience with us as easy & as enjoyable as possible.

Returning your item/s is an easy process. All you need to do is

1. Fill out the information below about the item/s you wish to return
2. Package up the item/s you wish to return in a delivery satchel (you may wish to use the satchel your order arrived in) including this note filled out
3. Send your item back to us via Australia Post
4. Please note that YOU are responsible for the cost of postage to return your items back to us.
5. We are not responsible for an item returned which may go missing while in transit
6. Your Return request will be coordinated as soon as it arrives back to us at the return address below

TheSwankStore Returns Department
Studio 3, 3 Sutherland St
Clyde, NSW 2142

ORDER NUMBER	ITEM NAME	WHY YOU ARE RETURNING ITEM (eg, Incorrect Size Ordered, Don't Like Pattern, Want A Different Style Ctc)
1		
2		
3		
4		
5		
6		

Ts & Cs

Customers have 28 Days from the day customer receives their order to send items back to us. Items received after the 28 day return window period will not be accepted by TheSwankStore & the cost of returning the item back to customer will be the responsibility of the customer only

We ask that you take care in returning your item. TheSwankStore will not be held responsible should an item be returned to us damaged as the item sent to you is brand new

All items for returns must not be worn or soiled & must be in their original packaging including all tags in place. Items that are returned damaged, mistreated or with tags missing in anyway whatsoever will not be accepted as a return & customer will need to arrange the collection of the said item from our studio at your own expense.

Returned items purchased at full price will be refunded upon receipt of item

Returned items received which are deemed faulty will be refunded upon receipt of item

We can not offer exchange of items as new items requested may not be available in stock

Returned items purchased on sale, discount or on clearance will be provisioned 'store credit' to the sum paid for the item only. Items purchased on sale or discount will not be refunded.

All Ts & Cs are stated on our website & are implicit at time of sale, compliant with ACCC & Fair Trading Guidelines.