

D I V I N E • A V E N U E

HOW TO RETURN:

STEP ONE: Make sure your item/s is ready to go, adhering to the following returns conditions:

- Items must be returned within **14 days** for orders shipped within Australia and **28 days** for orders shipped outside of Australia, from first receiving the parcel.
- Items must be sent back unworn, not washed, with tags still attached and in original protective packaging to avoid damage during transit
- Items must be free of pet hair, odour and marks (makeup, deodorant, fake tan etc.)
- Must not be marked as a **Final Sale** (this is in the product description) applies to sale items \$30 and under
- We are unable to accept the return of **earrings** for hygiene reasons.

STEP TWO: Post it back to us.

OPTION 1 (AUS ONLY): Returning items is now super easy by using the returns system we have set up with AusPost, there's no need to go to the post office! To continue with this option go to <https://returns.auspost.com.au/divine-avenue> fill in your details and continue to these steps:

- Print and attach the Australia Post return label to your package. (We recommend using the satchel your order came in originally, turned inside out and sealed up securely.)
- Place your parcel into the nearest red Australia Post box

OPTION 2 (AUS & INTERNATIONAL): Alternatively, you can purchase a prepaid satchel from the post office to return the goods.

Please ensure that included in the return satchel is this completed returns form and your invoice to ensure we have all information necessary to process your return.

Return Items To:

WAREHOUSE 3/6 LITTLE BRAMSTON STREET, GLADSTONE, QLD, 4680

FAULTY ITEM OR INCORRECT ITEM?

If you have received a faulty or incorrect item, please email sales@divineavenue.com.au so we can rectify this immediately. Include your name, invoice number and photos of the fault.

NAME: _____ **ORDER/INVOICE NUMBER:** DA _____

Please list the item/s being returned below:

ITEM NAME AND SIZE	REASON

TO VIEW OUR FULL RETURNS POLICY VISIT: <https://www.divineavenue.com.au/pages/returns-policy>