

ALL RETURNED ITEMS RECEIVE A **STORE CREDIT**, THIS WILL BE EMAILED TO YOU WITHIN 2 BUSINESS DAYS OF YOUR RETURNS ARRIVAL TO OUR WAREHOUSE.

WE ARE UNABLE TO FACILITATE **EXCHANGES**, SIMPLY USE YOUR STORE CREDIT TO PLACE A NEW ORDER. IF YOU NEED THIS PROCESS **FAST TRACKED** PLEASE EMAIL SALES@DIVINEAVENUE.COM.AU SO WE CAN ASSIST.

RETURNS CONDITIONS

Make sure your item/s are 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 delivered date.
- Items must be sent back unworn, unwashed, with tags attached.
- Items must be free of pet hair, odour
- and marks (makeup, deodorant, fake tan etc.)

HOW TO RETURN

We recommend using the simple \$9.60 online returns method (*this is only available for Australian returns.*)

To proceed with this option go to:

https://return.auspost.com.au/DIVINE_AVENUE

Alternatively and for **international returns** just purchase a traceable prepaid return satchel from the post office.

RETURN ITEMS TO:

2/79 Dover Drive
Burleigh Heads, QLD, 4220

NAME: _____ ORDER/INVOICE NUMBER: DA _____

| PRODUCT NAME AND SIZE | REASON/FEEDBACK |
|-----------------------|-----------------|
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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.