



Returns & Exchanges

We don't offer exchanges or returns on sale or discounted items.

Via Post:

1) PREPARE YOUR RETURN

View our online returns policy at <https://whiteandco.com.au/pages/shipping-returns>

2) PACK YOUR ITEMS

Ensure your items are unworn and unwashed, with original tags attached.

3) POST YOUR ITEMS TO:

White & Co
Returns Department
154 Waverley Rd
Malvern East Vic 3145

Email any enquiries to:

info@whiteandco.com.au
Call us weekdays:
9:00am – 4:00pm
(03) 9569 2064

Name (First & Last): _____ Order #: _____

Street Address: _____

Phone: _____

REASON FOR RETURN

- Change of mind
- Wrong Size
- Ordered to try size
- Faulty
- Other: _____

OUTCOME REQUEST

- EXCHANGE
- REFUND

ITEMS BEING RETURNED

ITEM DESCRIPTION	COLOUR	SIZE	QTY

EXCHANGE ITEMS REQUIRED

(*Remember to include a reply paid satchel*)

ITEM DESCRIPTION	COLOUR	SIZE	QTY

THE FINE PRINT

- **We don't offer exchanges, credit notes or returns on sale or discounted items.**
- All items must be returned with no damage to the item or packaging.
- All items must be returned unworn, unwashed, unused and in its original condition with all tags intact.
- Returns and exchanges must be returned within 15 business days of receiving your order.
- If you would like an item exchanged, please include a reply paid satchel to ensure a quick turnaround.
- We recommend that you use registered post or a trackable courier when returning an item as we cannot accept responsibility for items lost in transit to us.
- Upon receipt of the merchandise, we will refund you for the purchase price of the items, less any shipping costs incurred when the goods were purchased.
- You should expect to receive your refund within four weeks of giving your package to the return shipper, however, in many cases you will receive a refund more quickly. This time period includes the transit time for us to receive your return from the shipper (5 to 10 business days), the time it takes us to process your return once we receive it (3 to 5 business days), and the time it takes your bank to process our refund request (5 to 10 business days).
- **Damaged or Faulty Items** - We will gladly refund or exchange any faulty or damaged product. Please e-mail info@whiteandco.com.au with photographic evidence and we will be in-touch with you within 1-2 business days.
- Any refunds will be credited against the original payment method. Please allow 1-7 business days for the credit to appear on your statement.