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## Returns Policy & Authorisation

We understand that shopping online can be tricky, particularly when colour and design are so important. Exchanges and returns on any full-priced item purchased online with us must be within 14 days of purchase. Discounted items are eligible for exchange only within 14 days of purchase. Requested exchange items are subject to availability. All returns must be unused and unwashed, in original packaging and/or with tags attached and accompanied by a copy of your original invoice.

### Return instructions

1. Visit the Contact Us page and submit an enquiry regarding 'Returns' with your order number and details of what you would like to return or exchange. Once we have received your enquiry you will be issued with a returns authorisation number.
2. Complete the 'Returns Authorisation' form enclosed with your order and pack with the products and invoice securely for return.
3. For your security we recommend that you use an insured or tracked parcel service for your return as we cannot accept responsibility for products that we do not ship. Please retain a copy of this information. Mail the return to:  
 KAS Australia  
 Attn: Online Returns Processing  
 78 O'Riordan Street  
 Alexandria NSW 2015
4. We will send confirmation via email once your return or exchange is received and processed. For security purposes we will contact you for an additional payment if required. Refunds will be issued via the same form of payment originally used for the purchase.

CUSTOMER NAME

CONTACT NO.

ORDER NUMBER

ORDER DATE

AUTHORISATION NO.

### PRODUCTS BEING RETURNED...

QTY	PRODUCT DESCRIPTION	COLOUR	COST

### REASON FOR RETURN

**ACTION**     Exchange (complete below)     Refund

### EXCHANGE ORDER...

QTY	PRODUCT DESCRIPTION	COLOUR	COST
-	Postage & handling applicable (unless fault or error)	-	\$15.00

### OFFICE USE ONLY

RECEIVED BY

DATE RECEIVED

DATE PROCESSED

DATE EMAILED