

# — MIA FRATINO —

## RETURNS / EXCHANGES

We offer a Hassle Free Exchange and Returns Promise.\*

If an item is not right, we are happy to exchange it for another size, colour or something completely different. In the rare event that you purchase an item(s) which you do not wish to exchange, we will gladly offer a refund in full.

WE WILL HAPPILY PROCESS A REFUND OR EXCHANGE PROVIDING THE FOLLOWING CONDITIONS ARE MET:

- All exchanges or returns must be lodged via email, post or phone within 14 days of dispatch (the date on your invoice). 28 for international customers.
- Gift vouchers are not eligible for a refund.
- Items must be returned in unused and re-saleable condition with original tags attached. We reserve the right to refuse item(s) if they have been worn.

### \*IMPORTANT NOTES:

LAST CHANCE / SALE ITEMS – Please note only full price ‘Last Chance to Buy’ items are eligible for a refund. Refunds are not permitted on discounted items. Exchanges are permitted. See T&C’s on web-site.

Customers are responsible for shipping and handling charges of returns. \*Unless product(s) are faulty, incorrect, or damaged, in which case we will refund you the cost of your return postage, your original postage and product(s) value.

For change of Mind items – Replacement postage is covered within Australia allowing one change of mind over \$200. It excludes “Last Chance to Buy” Collection. Further Change of Mind will be charged return postage. Final Sale items – cannot be refunded or exchanged.

For all returns and/or exchanges, we recommend you use a trackable Australia Post Express Satchel (or similar tracked satchel for OS purchases) as we cannot be held responsible for returned item(s) that do not reach us.

Please allow up to 14 days for your account to be credited if you have requested a refund.

Please return goods with the Returns & Exchange Form to the below address.

### MIA FRATINO ONLINE RETURNS

25-26 Altair Place  
Jamistown, 2750 NSW  
AUSTRALIA  
1300 003 642 (MIA)  
orders@miafratino.com

# RETURNS / EXCHANGES FORM

TO BE ENCLOSED WITH RETURNED ITEMS

Reminder: Please note there are no refunds issued on 'Last chance to buy' or discounted items.  
Exchanges are permitted.

## TO RETURN AN ITEM:

- Ensure your return / exchange fulfills the conditions outlined on the back of this form.
- Pack your item in secure packaging.
- Include a copy of the invoice or proof of purchase
- Complete and include this return/ exchange form below.
- Post your return / exchange using a traceable method to the delivery address on the back of this form.  
Limit of 5 Change of mind Returns per customer.

Name:			
Address:			
Contact Number:			
Email:		Invoice No.	
Reason for Return:  Please circle or give your comments.	FIT:	Too big / too small / too narrow / too wide / other Comments: _____	
	COLOUR:	Not as expected / too light / too dark / other Comments: _____	
	SLEEVE LENGTH:	Too long / too short / other / Other: _____	
	ANY OTHER COMMENTS:	_____	
	DAMAGED or FAULTY:	Yes / No	
	Please provide details:	_____	
	FURTHER COMMENTS: Please advise if you had any other issues so that we can make improvements in future. _____ _____		

PLEASE TICK THE APPROPRIATE BOX:

- I would like to exchange my items for another item. (Please fill out the table below including your new item request.)
- I would like a refund. (Please fill out the table below, ignoring the exchange request box.) \*Not available for 'Last chance to buy' collection or clearance items.

Style Number	Colour	SIZE	QTY	DESCRIPTION OF GARMENT REQUEST

FOR ANY FURTHER QUERIES PLEASE CONTACT:

MIA FRATINO ONLINE CUSTOMER SERVICE: 1300 003 642 (MIA) or +61 (0) 247322491 (MONDAY – FRIDAY 9AM – 5PM) EMAIL [orders@miafratino.com](mailto:orders@miafratino.com)