

# MELROSE AVE

## F A S H I O N

### Online Returns and Exchange Form

Melrose Ave Fashion are happy to offer an exchange, credit note or refund for full priced items within 14 days of the online purchase. Returns, exchange or credit note can only be issued online and not in-store. Sale items purchased are final, Melrose Ave Fashion does not refund or exchange. However, postage and handling charges incurred by you and by Melrose Ave Fashion to resend to you will be at your cost. Your original item must be returned back to us before your exchange item is sent out for you.

**Please be aware that this form is used only for ONLINE purchases only. All store purchased item/s must be returned to the store of purchase. Please contact the store directly to make enquiries in regards to the stores return and exchange policies.**

Orders with the value of \$80+ comes with free delivery service within Australia. However, when a refund is made, a standard delivery fee will be deducted from the refunded amount if the value of your remaining total purchase falls under \$80 (after the refunded amount is made).

If you are unsure about a specific item please feel free to contact us and ask any questions about a specific item via our contact page prior to making your purchase.

Please note that in order for the exchange and or refund to be accepted, all tags must remain on garments and it must meet our return conditions. The condition of the item must be re-sellable and the item(s) must be returned to us 14 days from date of purchase, Melrose Ave Fashion will not accept the exchange or refund of any item that is considered used. Due to fast turnover of our styles we will not accept any returns outside of this time frame.

If the item is sold out and an exchange cannot be processed you will then receive an on-line store credit to be spent within 2 months of the issue date or a full refund.

#### **Making a Return when Using Afterpay**

\* When you use our pay over time service Afterpay you have the option to return one or all of your items for a full refund.

\* If you return your items before your first Afterpay payment is due you have the option to cancel the entire payment plan which means you pay nothing. This allows you to try before you buy!

\* If the first payment instalment has already been made when you return the items to us we can cancel the rest of your payment plan as well as refund the initial payment you have made.

\* If you have purchased multiple items but only wish to return certain items and keep your favourites this is still fine! We'll just remove the items you have returned from your Afterpay payment plan. Your original instalment amounts will remain the same and your final payment/s will be less or cancelled depending on the return amount. You can log in to your AfterPay account to view your updated payment schedule at any time! Easy!

#### **Returns are not permitted on the following items:**

\* Sale items including items purchased with discount codes

\* Jewellery

Lingerie or Costumes

Hats

\* Scarves

Undergarments

Shape wear and Swimwear

\* Belts

Sunglasses

International orders are final sale, please choose carefully

#### **DAMAGED OR FAULTY ITEMS:**

Goods are inspected before packaging to ensure they are in excellent condition. Products are packaged carefully to ensure a minimal chance of damage during transit. If you receive a damaged or defective item please contact Melrose Ave Fashion **within 7 days of purchase date to be eligible for an exchange or a refund**, we will not accept any returns outside of this time frame. Refunds will only be made on damaged or faulty goods subject to Store Manager's approval.

#### **Goods must be returned within 7 days of purchase with original receipt**

\* Does not apply to goods reduced for sales purposes outlined above

\* Does not apply to sales of accessories, hosiery, lingerie or swimwear

\* The goods cannot have been worn, washed, used, soiled or damaged by the customer

\* Shipping and handling costs are not refundable

#### **HOW TO RETURN ITEMS: Please follow the instructions below**

Check you have satisfied our returns/exchanges conditions outlined above

Forward your original order email to us and outline details of your return request, our friendly staff will then assess your return and provide the relevant information and options for you.

Our staff will then issue you a returns form and provide our returns address.

Pack and send your item back to our returns address, include a copy of our correspondence with your item to be returned. It is recommended that you (1) use a traceable delivery method for all returns and (2) either insure your delivery for safe return to Melrose Ave Fashion or declare the full value of the shipment so that you are completely protected if the shipment is lost or damaged in transit. If you choose not to (1) use a delivery method that offers tracking and (2) insure or declare the full value of the product, you will be responsible for any loss or damage to the product during shipping.

If you require an exchange please include a self addressed express post satchel to cover your postage cost

We may request you to bring your item to our HQ for inspection; this is at the Manager's discretion. If you need to bring it in please also bring a copy of your order email and any correspondence with us.

The original receipt and the Online Returns and Exchange Form must be included in the returned goods.

# MELROSE AVE

F A S H I O N

## Customer Information

Order Number	
Full Name	
Address	
Suburb	State
Country	Postcode
Email	
Telephone	Mobile

**Please select one of the following below;**

- Size Exchange** - I would like to exchange the item for a different size (Postage and handling fee applies)
- Change of Mind** - I would like to exchange the item for another. (Postage and handling fee applies)
- Credit Note** - I would like to exchange the item but haven't found what I'm looking for. Valid within 6 months of credit note given. No postage and handling fee.
- Refund** - I would like a refund (full price items only) and understand that the postage and handling fee are not refundable.

**Please list the item/s you wish to return below**

Qty	Product Name	Product Code	Reason for Exchange	Size	Colour	Price	Total

**Please place your new order below**

Qty	Product Name	Product Code	Reason for Exchange	Size	Colour	Price	Total

## PLEASE NOTE:

**- Shipping fee will be charged for exchanges via email. Once paid, the parcel will be sent from the warehouse. Or please send a satchel with your delivery details in the returned parcel.**

**- If additional costs occurs for exchanges in different priced items, an invoice will be sent via email. Once paid, the parcel will be sent from the warehouse.**

**- Refunds will be transferred into the financial institution that the payment was made on the purchase of the item/s**

**- Please email us the return/exchange parcel tracking ID to [hello@melroseavefashion.com.au](mailto:hello@melroseavefashion.com.au)**

Please return your exchange, using a trackable delivery method and send to;

**Melrose Ave Fashion**  
 Attention: Online Shop  
 65 Cambridge Street, Collingwood  
 VIC, 3066 Australia