



HOW TO RETURN (EASY AS PIE)

Check out our Returns Criteria | Head to evergreenclothing.loopreturns.com

RETURNS CRITERIA

- ☑ Items must be returned within 30 days of purchase
- ☑ Items are unworn, unwashed, in their original condition with tags attached (and makeup free)
 - ☑ No returns on Earrings or Makeup (as that's pretty icky)
- ☑ No returns or exchanges on Clearance items (excludes Multi Buys & Promos)

OUR RETURNS PORTAL

Head to evergreenclothing.loopreturns.com

1. Pop in your Order ID number & Postcode/Email
2. Choose the item you want to return
3. Choose whether you would like to exchange for another size. If you want another item or refund choose "something else".
4. Review your items. If you are exchanging you can choose an Instant Exchange or a Regular Exchange.
5. The return shipping fee is \$8 (you no longer need to pay at the Post Office, except NZ).
6. Complete the process, and print your label.
7. Pack up your return, stick the label to the outside of the bag and lodge at the Post Office.

THINGS TO NOTE

- If you don't have access to a printer you can show your shipping label on your device to the post office when you lodge the return.
 - If you choose to refund we will process it once the item arrives back to us.
- If you choose instant exchange, we will send out your new item once your return is with the post office.
- If you choose a regular exchange we will send out your new item once your return arrives back to us.
- If you are returning from New Zealand, the returns portal is unavailable, you must pack up your parcel & invoice, then pay at the Post Office.

RETURN ADDRESS | 13/22 Watt Rd | Mornington |VIC 3931

WE LOVE QUESTIONS | Call us : 0413 624 854 | Email us: hello@evergreenclothing.com.au

*Please allow 5 business days for your refund, credit or exchange to be processed once we receive it. Refunds can take up to 10 business days to land in your account, credits notes are sent instantly. *Returns Criteria must be met - if you are unsure if you meet the criteria email our super friendly gals via the email above. You can view our full Returns Policy online at www.evergreenclothing.com.au*