

Theia

COLLECTIVE

NAME:

DATE:

ORDER#:

EMAIL:

PLEASE READ AND COMPLETE CHECKLIST BEFORE SENDING

It is possible to return any **FULL PRICED** items purchased for a store credit within 7 days of receiving your order, (For international orders, within 21 days of your purchase date) We do not offer exchanges or refunds for change of mind or incorrect sizing, but we can issue you a store credit once we receive your returned item. If you receive a product with a manufacturing fault, this will be closely revised before we can provide a full refund.

- All sale items are final. No exchanges, returns or refunds ○ Items must be in their original condition with tags still attached. ○ The return shipping cost is at the sender's expense.
- Due to sanitary and hygiene reasons, we do not offer returns for footwear, lingerie, undergarments, cosmetics and beauty products.

QTY	ITEM NAME	SIZE & COLOR	REASON FOR RETURNING

SEND YOUR RETURN TO:
THEIA COLLECTIVE
PO Box 5299
Q Super Centre
Mermaid Waters, 4218, QLD

Once your returned item is received, our team will process your return within 48 hours. If your item has been revised and approved for a store credit, you will be issued with a Theia Collective online store credit. You will receive your store credit via the email you used when you made the original purchase.

Returns within Australia can take 3-7 business days via regular post. All international returns can take up to 14-21 days.

FAULTY ITEMS: Please email info@theiacollective.com.au if you feel you received a faulty item. Please include all details of your order including photos. All faulty items are reviewed carefully and are then passed on to the manufacturer who will then advise their professional opinion.