



RETURNS FORM

SO YOU'VE CHANGED YOUR MIND...ITS OK, IT HAPPENS!

We will gladly return/exchange* your item, just follow the instructions below to ensure you meet the requirements so we can process your order asap.

HOW TO RETURN ITEMS

1

Download the 'Returns Form' available online and fill in all the required details.

2

Email the completed 'Returns Form' to: contact@resdenim.com for approval and processing.

3

Upon approval confirmation from us, you can return your garment to us. Easy!

*CHANGE OF MIND

We pride ourselves on our quality and fit at RES Denim. If you are unhappy with your online purchase for any reason or you have simply changed your mind, RES Denim will happily either accept an exchange of your purchase or return the full price on unworn merchandise on receipt of the item with a copy of your purchase receipt. This needs to occur within 30 days of the purchase date and otherwise in accordance with this returns policy.

Please note, customers will be responsible for shipping and handling costs for any returns or exchanges unless the item is faulty.

Returned items due to change of mind must:

- Be returned in their original condition.
- Have all original tags attached.
- Have not been worn, used, washed, soiled or damaged.
- Include a copy of the receipt.
- Be returned within 30 days of purchase date (after which they will not be accepted)
- Sale items can not be refunded, only exchanged within 30 days of purchase date.
- Include a filled out Returns form.

You will receive a full refund on the purchase price if the item cannot be exchanged. You will be responsible for covering the return cost of shipping, as well as the cost of shipping for the replacement item. If the item is of a greater value, you will be invoiced for the difference prior to shipping. If it is of lesser value, you will be refunded the difference.

If you are unable to provide a copy of the receipt of purchase, or other satisfactory proof of purchase, and/or more than 30 days has passed since the date of purchase, RES Denim reserves the right, in its discretion, not to offer an exchange or refund for change of mind.

SALE ITEMS

We do not offer refunds on sale items. We only exchange within 30 days of purchase date.

FAULTY GOODS

Prior to dispatch, all items are checked and best measures are taken to ensure you receive a quality garment, however if you do receive faulty goods please notify us within 7 days of receiving your goods. We will only accept faulty goods returned in original condition.

- Goods are classified as faulty if they are received damaged.

Where possible, we will offer to replace faulty items. You will be offered a full refund if the item cannot be replaced. If the item is deemed faulty by our QA (Quality Assurance) team or you have been sent an incorrect style/size, Res Denim will cover the shipping cost of the return and replacement item.

For enquiries relating to faulty items which are not covered by our Returns Policy, please email contact@resdenim.com

FULL NAME

ORDER #

EMAIL

ITEM NAME/STYLE #	SIZE	QTY

REASON FOR YOUR RETURN (PLEASE TICK)

- THE ITEM DOES NOT FIT NOT WHAT I EXPECTED
 THE ITEM IS FAULTY NOT SUITABLE
 OTHER (PLEASE COMMENT) RECEIVED INCORRECT ITEM

COMMENTS:

Online Returns Department
 Res Denim Australia
 72 Keys Road,
 Cheltenham, VIC 3192