

Not quite what you're after?

DON'T WORRY, RETURNS ARE EASY!

PAY WITH AFTERPAY?
afterpay

Refunds
Contact our customer service team at
Hello@georgestreetlinen.com

Exchanges (in-store)
Exchange must be of same
value.

RETURN IN-STORE



Drop in

Heading to our store in Whakatane.
16 George Street, Whakatane 3120,
New Zealand



You'll need to provide

Invoice/receipt/proof of purchase



Processing

Once the returns and exchange
policy has been met, we'll offer you
a refund or an exchange in-store, on
the spot.

RETURN VIA POST



Complete the form

Fill out the form on the reverse of this
page

Include the following details

- Your name and email address
- Item code, description and order number
- Size
- Quantity
- Reason for return



Processing

- Once we receive your package, we'll check the item(s) to see if our returns policy has been met.
- Once approved, we'll process the refund and notify you via email
- The refund will appear in your bank account within 3-5 business days from the date of processing (depending on your bank)
- If the item returned does not meet our Returns and Exchange Policy, we will contact you and your order will be sent back to you.



Pack your item(s) for return

- Don't forget to include this form
- Place your label on your box/satchel
- Original labels and tags

Address your package to:

**16 George Street, Whakatane
3120, New Zealand**

- Purchase postage and drop your
package back to your nearest post
office/box.

Items cannot be exchanged via post.
Items can only be exchanged in-store.

THE FINE PRINT: *Our Returns & Exchange Policy*

General

- Items can be exchanged in-store. Items cannot be exchanged via post.
- Items purchased in store must be returned in store not via post.
- Shipping cost will not be refunded if there are other items listed on the original invoice that are not being returned.

Change of Mind

If you change your mind about the products you have purchased from us, we will refund the purchase price or exchange those products in store subject to the following conditions:

Returned within 30 days of purchase.

- Return with proof of purchase.
- You provide your name and address.
- Items are unused, unwashed, with all original tags/labels attached.

Excluded items

- All pillows are final sale and not returnable.

Faulty

If an item is faulty, wrongly described, or different from the Sample shown then we will meet our legal obligation which may include refunding the purchase price and delivery charges, Or providing a replacement product provided the item is returned within a reasonable time with

If you requested a refund, the purchase price (Excluding delivery charges for online) Will be refunded to you using the original payment method once we have received the returned item back and confirmed that it meets the conditions above.

You are responsible for any costs associated with returning the items to us including any currency conversion and/or local or international fees.

RETURN FORM

To help us quickly process your return, please clearly fill out the details below and will look after the rest.

NAME _____

EMAIL _____

DATE SENT _____

ORDER NUMBER _____

OTHER _____

ITEM DESCRIPTION	SIZE	QUANTITY	REFUND RESON CODE

REFUND REASON CODE

- A - WRONG SIZE
- B - FAULTY/DEFECTIVE
- C - NOT WHAT I EXPECTED
- D - NOT THE COLOUR I EXPECTED
- E - DIDNT LIKE IT

- F - RETURNING GIFT
- G - ITEM DAMAGED IN SHIPPING
- H - WRONG ITEM DELIVERED
- I - DELIVERED TOO LATE
- J - OTHER