

As a valued customer of SCANLAN THEODORE, we would like to thank you for your purchase. At SCANLAN THEODORE, we pride ourselves on luxurious well-crafted designs with devotion to modern aestheticism. In the instance that you may need to return one of your items, the following terms and conditions apply.

FULL PRICE ITEMS

Full priced items purchased online are eligible for a refund, credit note or exchange.

SALE ITEMS

Sale items purchased online can be returned for a credit note only. We do not offer refunds or exchanges on any Sale items purchased online unless deemed faulty.

CONDITIONS OF RETURN

Please ensure the below conditions are met, before submitting your return request;

- The goods are returned within 21 days of receiving order.
- Item(s) must be in perfect condition and must not have been worn, altered, damaged or washed. Be careful of make-up rubbing off on garments. In the result of this happening we will be unable to accept your return.
- Item(s) must be in original packaging with all tags attached, including shoe boxes and dust bags. All shoes must be tried on a carpeted surface to avoid scuff marks until you have decided to keep them.
- For all swimwear customers must try on items wearing undergarments. If returned, the protective hygiene strip must remain in place and will not be accepted if removed or altered, or the item otherwise shows signs of wear.
- The following items are non-refundable/exchangeable due to health restrictions: intimates and jewellery.

Returns should be submitted separately if an order includes both full price and sale items. If returned together they are subject to alterations and cancellations as per our returns policy. Scanlan Theodore reserves the right to reject returns that do not comply. Please note, online orders cannot be returned to a boutique or vice versa.

EXCHANGES

We can offer an exchange if you want to swap your item for a different size or equal value. Exchanges are subject to availability once your return is received by Customer Care. If we are unable to fulfil your request, we will be touch via email or phone.

SCANLAN THEODORE QUALITY GUARANTEE

If an item is assessed and considered as faulty SCANLAN THEODORE offers a number of suitable solutions if contacted within 21 days of receipt. Please note that items that are damaged as a result of wear and tear or incorrect garment care are not considered to be faulty. If you have a faulty item(s) please contact our Customer Care Team for further assistance.

RECEIVING A REFUND

Once your return is received by Customer Care, the item(s) will be assessed to ensure it complies with our policy and a return outcome will be determined within 5 working days. Your refund will be credited to the original payment method. Successful returns can take up to 5 business days to appear in your account due to varying processing between payment providers. In the event of an unsuccessful return outcome, a member of our Customer Care Team will contact you.

RETURNS PROCESS

1. Visit scanlantheodore.com/a/returns and follow the prompts via the returns portal.
2. Fill out the Online Returns Form provided with your return authorization number from the confirmation page and note below. An email will also be sent to you with this information.
3. Place the item(s) in the original shipping box, together with this completed returns form.
4. Please send the package to:

SCANLAN THEODORE
Attn: Customer Care — Returns
32 River Street
South Yarra, 3141
VICTORIA

SCANLAN THEODORE are not liable for the loss or damage of garments in return transit. We recommend sending the item via a traceable delivery method and keep record of your tracking number. Please note original shipping charges are non-refundable and charges for returned items are responsibility of the customer.

RA NUMBER

CUSTOMER NAME

ORDER NUMBER

EMAIL ADDRESS

YOUR CONTACT NUMBER

I WOULD LIKE TO (PLEASE TICK)

REFUND

CREDIT NOTE

EXCHANGE

REASON FOR RETURN CODE

- | | | |
|------------------------------|-------------------------------|----------------------------|
| 1. SIZE & FIT | 2. LOOKS DIFFERENT FROM IMAGE | 3. DOESN'T SUIT ME |
| 4. ARRIVED TOO LATE | 5. FAULTY | 6. INCORRECT ITEM RECEIVED |
| 7. PARCEL DAMAGED ON ARRIVAL | 8. ORDERED MORE THAN ONE SIZE | 9. OTHER |

QTY	PRODUCT CODE	DESCRIPTION	REASON CODE
OTHER REASON			