

As a valued client 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 to all purchases made online at scanlantheodore.com. Please visit our website for more information about our online and in-store returns policy.

FULL PRICE ITEMS

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

SALE ITEMS

Sale items purchased online can be returned for a credit 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 to, and received by, our online warehouse within 14 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.
- E-Gift cards cannot be returned.

SCANLAN THEODORE reserves the right to reject returns that do not comply and are subject to alterations and cancellations as per our returns policy. 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.

REFUNDS

Once your online 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 business days. Your refund will be reversed to the original payment method. Successful returns can take up to 5-10 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.

EXCHANGES

We can offer an exchange if you want to swap your item for a different size or equal value of your original purchase. 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.

QUALITY GUARANTEE

If an item is assessed and considered as faulty SCANLAN THEODORE offers a number of suitable solutions if contacted within 14 days of receipt. Please note, 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 Customer Care for further assistance.

RETURNS PROCESS

1. SUBMIT A RETURN

Visit scanlantheodore.com/a/returns and follow the prompts via the returns portal. You will need your 9-digit Customer Order Number on hand (E.g. 2000___) to start your return.

2. COMPLETE RETURNS FORM

Fill out your return authorization number below from the portal confirmation page. An email will also be sent to you with this information.

3. PACK YOUR RETURN

Place the item(s) in the original shipping box, together with this completed returns form.

4. HOW TO RETURN

RETURN TO ONLINE BY POST: SCANLAN THEODORE

Attn: Customer Care — Returns
32 River Street, South Yarra, 3141, Victoria

RETURN TO STORE:

You may visit your nearest boutique to return your online purchase permitted by the following terms: Full price online purchases are eligible to be returned in-store for a credit or exchange only. Sale items are not eligible to be returned in-store. If you require a refund, or are returning a sale item, your purchase must be sent back to our online warehouse for processing. Returns will only be accepted in-store with proof of purchase and a completed Online Returns Form.

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