

# MONTIQUE

## RETURNS FORM

Please complete this form and enclose it with your return in the same satchel you received and remove the original shipping label or a suitable shipping box or satchel.

Please note shipping and handling charges are not refundable.

We collect and process all returns on Thursdays weekly.

NAME: \_\_\_\_\_

ORDER # \_\_\_\_\_

DATE RECEIVED: \_\_\_\_\_

### Return Address

MONTIQUE/ INTERMODA  
PO BOX 191  
ROSEBERY NSW 1445 AUSTRALIA

### Return Policy:

Your item(s) can be returned within 14 days of receipt, provided they are unworn, with all tags attached and in their original condition.

SALE ITEMS ARE FINAL SALE AND CANNOT BE RETURNED UNLESS DEEMED FAULTY BY MONTIQUE CLOTHING.

## ITEM RETURN INFORMATION

REASON CODE	ITEM NAME	COLOUR	SIZE	QTY

### REASON CODE:

- 1 - CHANGE OF MIND
- 2 - TOO SMALL
- 3 - TOO LARGE
- 4 - TOO LONG
- 5 - NOT AS PICTURED
- 6 - DIDN'T MATCH
- 7 - DEFECTIVE/FAULTY

### COMMENTS:

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# MONTIQUE

## MONTIQUE CLOTHING'S RETURNS POLICY

You are welcome to return any full price item(s) to Montique within 14 days of your parcel being received. Items must be returned in original condition, unworn, unaltered, unwashed, with original packaging and with all tags attached. Montique Clothing does not cover the shipping cost for returning an item. We recommend using a traceable service to reduce the risk of lost parcels.

Returns to Montique Clothing are for items purchased via the website only. Our concession stores cannot accept any returns to the stores.

### ONLINE PURCHASES RETURN CONDITIONS

Items that are returned must be:

- ✓ Returned within 14 days (inclusive) from the tracked date of delivery
- ✓ Unused and unworn
- ✓ In their original condition without damage or alteration
- ✓ With the Montique tags still attached
- ✓ Not an ineligible product due to sale condition or hygiene reasons (please see the products below)
- ✓ Returned with proof of purchase, a corresponding order number or receipt.

If you are not able to comply with these requirements, Montique Clothing reserves the right to refuse a refund on item(s). Montique Clothing will not accept a bank statement as proof of purchase.

**For hygiene reasons, earrings and face masks cannot be returned unless deemed faulty by Montique.**

### PROMOTIONAL SALE

All products purchased during a promotional sale (a discount offered during particular dates) can be returned for a credit note. All credit notes will expire 12 months after the activation date. Credit notes cannot be used in the Myer concession stores.

### FINAL SALE ITEMS

All items that are reduced (discounted to a lesser value) cannot be returned unless faulty, in which case the item will be repaired or replaced. If the item cannot be repaired and a replacement is not available, a refund will be offered.

### FAULTY GARMENTS

Our quality control team at Montique Clothing ensures high standards and procedures to ensure every garment is checked before dispatching it. In the unlikely chance that you believe your garment is faulty, or you have received the incorrect item, please contact us as soon as possible. For any email correspondence, please include a photo of the fault so our team can assess it. You can send an email to [customerservice@intermoda.com.au](mailto:customerservice@intermoda.com.au) or text 0444 580 111.

Please refer to the full returns policy on our website for further information:

<https://www.montiqueclothing.com.au/pages/returns-policy>