

Returns Form

Customers seeking to return an item/s for incorrect sizing, fit or change of mind, please ensure the following conditions are met:

Luella does not offer refunds, except in the event of Manufactures fault. Luella will assess the item/s once we receive the return from you and will, in every attempt try to replace or repair the item/s before we make a final decision. This is in accordance with the Australian Competition and Consumer Commission (ACCC)

- We offer returns on FULL PRICE item/s in exchange for an online GIFT CARD with no expiration time frame. (Return Shipping is at Customers own expense, except in the event of Manufactures fault)
 Please contact our returns department via email: customercare@luella.com.au
- We offer a 14-day return policy, which means you have 14 days after receiving your item to request a return for all **Australian orders.**
- For all purchases made **outside of Australia** we have a 30-day return policy, which means you have 30 days after receiving your item to request a return.
- To be **eligible for a return**, your item must be in the same condition that you received it, unworn, unused, with tags, unaltered, void of any makeup or odors/scents.
- We do not accept returns on SALE item/s or purchases made during a promotional period.
- If for any reason you are unable to print this form, please get in contact with our customer care team via email.

For obvious Hygiene reasons and in accordance with the ACCC we **DO NOT accept returns** on any <u>Jewellery</u>, bodysuits & <u>swimwear</u>.

Customer Name:Order Number:		Customer Email: Mobile Number:	
			1: Faulty
			2: Change of Mind
			or
			3: Incorrect Size

Please send all returns to the following address:

Luella 232 Bridge Rd Richmond. VIC, 3121 AUS

We thank you for shopping with LUELLA.

If you have any further questions, remember we can be emailed at customercare@luella.com
Be sure to add your Order Number & Name in the Subject Field of your email.
Our Customer Care Team can be contacted Monday to Friday during business hours AEST.