

RETURNS / EXCHANGES FORM



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|----------------|------|
| Order no.: #EF | RA#: |
| Date: | |
| Full name: | |
| Address: | |
| Email: | |

REASON FOR RETURN (please tick appropriate box)

Refund

Exchange

Faulty

| Item(s) | Qty | Reason Code | Additional comments |
|---------|-----|-------------|---------------------|
| | | | |
| | | | |
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| | | | |
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Reason Codes

- A:** Exchange required (please provide details under Additional Comments)
- B:** Product looks different from images on site
- C:** Incorrect item received
- D:** Item is damaged/faulty
- E:** Duplicated order
- F:** Product was not ordered
- G:** Link adjustment

Delivery & Returns Note

Need to return something? Simply fill in form and send it back to us with item(s) in its original condition. Please follow steps below within **14 days** of receiving your delivery.

1. Select one of the reason codes against your return item(s)
2. You can place a new order if a replacement item is required, and return the original item(s) to us for a refund.
3. Returns take up to 7 working days, please allow 10 working days for us to process your refund.
4. Sale items are non-refundable
5. Gift cards are non-refundable

For more information or help at any time, please email edifice@shriro.com.au or visit our "Returns and Shipping" page on website.

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