

Your order summary

Order Date:

Order Number:

Your name:

Your phone number:

Quantity	Product name/code	Product description	Reason code:	Reason for refund code:
				1 – Looks different to image on web 2 – Ordered more than needed 3 – Arrived too late 4 – Poor Quality /faulty 5 – Incorrect item received 6 – Parcel damaged upon arrival 7 – Doesn't fit properly 8 – Doesn't suit me

Delivery and Returns Note

Need to return something? Only unworn items can be returned for a refund. Visit <https://www.kayserlingerie.com.au/pages/exchange-and-return-policy> for all the information and Returns policy.
 For help email customerservice@simondewinter.com.au

Simply fill in the form and send it back to us with the item/s in their original condition with labels attached.

Please follow the steps below within 14 days of receiving your delivery:

- Next to the products listed above, select one of the reason codes against your return.
- Please return items, along with order number, order date and product name (found on order confirmation email), to the warehouse as follows:
 Simon de Winter
 C/O Kayser Lingerie
 Warehouse 7
 Gate 2, 4 Judge Street
 Sunshine VIC 3020
 Australia
- Returns can take up to 14 working days to get back to us. Make sure you enclose this form with your items in your parcel so that we can complete your return within 3-5 working day of receiving it back.
- Please retain a proof of postage & tracking number until we've confirmed your refund has been completed. We'll send you an email to let you know once your refund has been issued.