

## Your order Summary

Order Date:

Order Number:

# KAYSER

QTY	PRODUCT CODE	DESCRIPTION	REASON CODE	REASON FOR REFUND CODE
				1 - LOOKS DIFFERENT TO IMAGE ON SITE
				2 - ORDERED MORE THAN ONE SIZE
				3 - ARRIVED TOO LATE
				4 - POOR QUALITY/FAULTY
				5 - DOESN'T FIT PROPERLY
				6 - DOESN'T SUIT ME
				7 - INCORRECT ITEM RECEIVED
				8 - PARCEL DAMAGED ON ARRIVAL

## Delivery and Returns Note

Need to return something? Unworn items can only be returned for a refund. 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:

1. Next to the products listed above, select one of the reason codes against your return.
2. Please return items, along with proof of purchase, to Kayser warehouse (and not presented at any retail outlet) as follows:  
  
Simon de Winter Group Pty Ltd  
WH7  
Gate 2, Judge Street  
Sunshine VIC 3020  
Australia
3. Returns can take up to 7 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.
5. Please retain a proof of postage 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.

For more information or help at any time, please visit our Help pages at [www.kayserslingerie.com.au/pages/exchange-and-return-policy](http://www.kayserslingerie.com.au/pages/exchange-and-return-policy)