

PABLO & KAT

EXCHANGES AND RETURNS POLICY

Returns to Pablo & Kat are in accordance with our policy.

Pablo & Kat reserves the right to make changes to the Returns Policy at any time.

FAULTY PRODUCT RETURNS

We aim to provide you with Products of the highest standard and quality. If you have received a Product with a defect, please contact us via hello@pabloandkat.com the contacts page on our website within 7 days of receiving your order, so we can guide you through the returns process and help resolve the problem as swiftly as possible. In order to assist the return process, you may be required to send us images of the damage, defect or fault for preliminary assessment.

If the Product is confirmed to have a defect, we will replace the Product or refund the Price of the Product to your original payment method at your request. If the Product is found not to have a defect or deemed out of warranty, we will ship the Product back to you.

It does not constitute a defect, if in our reasonable opinion, the Product has, following the sale to you, become of unacceptable quality due to fair wear and tear, misuse, failure to use in accordance with manufacturers' instructions, using it in an abnormal way or failure to take reasonable care.

To ensure the returns are assessed and processed swiftly, you must follow the instructions set out under "How do I return an item" on the returns page on our website.

CHANGE OF MIND RETURNS

In addition to your rights in relation to faulty Products, you can return any product

- (a) if you notify us in writing via hello@pabloandkat.com the contacts page on our website within 7 days of receipt of purchase;
- (b) if you return it within 14 days of receipt of purchase;
- (c) if the product is unworn and unused with the original tags still attached; and
- (d) in the original packaging, which must be in the original condition, including branded dust bags (you don't need the clear plastic packaging).

Please note that any Products sealed for hygiene reasons can only be returned under change of mind return policy if the seal is intact. Occasionally, some Products may be excluded from the change of mind return policy. The exclusion will be noted on the Product page on our Site.

To ensure the returns are assessed and processed swiftly, you must follow the instructions set out under "How do I return an item" on the Returns page on our website.

Upon receiving and inspection of your return, we will contact you about next steps. Once determined the return is in compliance with the change of mind returns, we will, at your request

- (a) refund the Price of the Product returned to your original payment method;
- (b) exchange the Product for another size.

However, we will not be able to refund any delivery fees that you have paid at purchase to have the Product shipped to you. If the return, in our reasonable opinion, is not in compliance with clause change of mind returns, we will contact you to ship the Product back to you and you will be liable for the shipping costs both to and from us.

Nothing in this clause is intended to exclude any rights relating to Duties and Taxes or any of your statutory rights as a consumer under Australian Consumer Law.

RETURNING YOUR PURCHASE

As part of our Returns Policy, your items must be returned new, unused and with all the Pablo & Kat garment tags still attached and in the original packaging. Returns that do not meet our policy will not be accepted and will be returned to the customer.

AUSTRALIAN CUSTOMERS

How do I return a parcel?

1. Notify us via hello@pabloandkat.com the contact page on the website within 7 days of receiving your order.
2. We will allocate and email you an Authorisation number, so you can return your product.
3. You must send your product back to us within 14 days of receiving your order.
4. You must complete the Returns form and include it along with the packing slip with the product that you will return.
5. We will not be able to properly credit your account if we do not have this information.
6. Please ensure that all information is completed on the returns form including the Authorisation number.
7. All products that are being returned must be placed in the original packaging and placed in the return bag.
8. Please fill in the address details on the Returns Bag you received with your order.
9. Please include all your completed forms inside the package.
10. Please send to Pablo & Kat C/O Warehouse 1, 13 Paramount Boulevard, Derrimut. Vic 3030

Pablo & Kat takes no responsibility for missing return parcels sent from customers. We strongly recommend you to return your item(s) via registered or traceable postal services as returns remain the responsibility of the customer until we receive the parcel. All returns must be sent by a prepaid method of shipping.

REFUND

Your refund will be credited to the original payment method.

All sales taxes will be refunded if your returns are within Australia.

Refunds can take up to 14 days to show on your account due to varying processing times between payment providers.

Please note customers are responsible for the cost of postage for all returns, with the exception of faulty items. If your item is faulty, please contact our Customer Care team to arrange a return in this instance.