



## ONLINE ORDERS RETURN/EXCHANGE FORM

To help us quickly process your return, please clearly fill out the details below

NAME: \_\_\_\_\_

EMAIL: \_\_\_\_\_

ORDER NUMBER: \_\_\_\_\_

STYLE CODE	ITEM DESCRIPTION	SIZE	QUANTITY	REFUND OR EXCHANGE	REASON FOR RETURN
IF EXCHANGING PLEASE LIST ITEM AND SIZE YOU WISH TO EXCHANGE TO BELOW:					

REASON FOR RETURN CODE:

S – Incorrect Size      D – Faulty/Damaged      C – Change of Mind      W – Wrong item delivered

# NEED TO RETURN AN ITEM?

SEE BELOW FOR DETAILS

## VIA POST

- 1 – Read our returns policy and ensure you meet the term and conditions
- 2 – Complete the returns form (back of this page). Ensure all fields are completed
- 3 – Pack your item for return including:
  - This form
  - Original labels & tags
  - If an exchange – please include a pre-paid self addressed satchel
- 4 – Once received we'll facilitate the exchange / process the refund. The refund will appear in your bank account within 3-5 business days from the date of processing (dependent on your bank).
- 5 – If the item returned does not meet our returns policy, we will contact you and your order will be sent back to you.

## OUR RETURNS POLICY ON RETAIL GARMENTS

At the Ugly Xmas Rashie we have a money back guarantee on our NON-SALE retail garments. The item might not be as you expected, or it may not fit as you expected, or you may just have changed your mind. No problem - you may return it. Simply contact us to let us know what is being returned and why it is being returned and then send the item back to us. If we receive the item unused, with the original tags in place and within 30 days of delivery you can choose a refund or an exchange. If you require an exchange, please send a stamped self-addressed express post pre-paid envelope with the returned goods. Simply put, all that we ask is that the goods are returned to us in their original condition so that they can be re-sold. If they have been damaged by you, or have been damaged through use, we will not be able to accept their return. **Note: Retail items that are on sale may not be returned, unless they are faulty.**

UGLY XMAS RASHIE RETURNS

C/- LEXINGTON LOGISTICS: UNIT 8, 50 RAUBERS RD, BANYO QLD 4014