abi and joseph

RETURNS

PLEASE ACCOMPANY YOUR RETURNED ARTICLE/S WITH THIS FORM. Goods returned without this form, or on a form which does not provide the required information on it, may not be entitled to a refund or exchange.

NAME: .....

POSTAL ADDRESS: .....

TELEPHONE: .....

EMAIL: .....

INVOICE NUMBER: .....

						COMPLETE FOR REPLACEMENT				
STYLE NUMBER (This is a 6 digit code starting with AJ_ _ _ _)	COLOUR	SIZE	QUANTITY	REFUND (Please Tick)	STORE CREDIT (SALE ITEMS) (Please Tick)	EXCHANGE (Please Tick)	REPLACEMENT STYLE	REPLACEMENT COLOUR	REPLACEMENT SIZE	REASON CODE

REASON FOR REFUND/EXCHANGE: A = Did not fit C = Goods are damaged E = Received wrong product

B = Changed my mind D = Not as displayed on website

HOW TO RETURN YOUR GARMENT:

Simply follow the instructions below which include our returns policy and a step-by-step guide on how you can return your item(s) to us by post.

1. **All items purchased in our online store must be returned unused, unworn and unwashed with original swing tags still attached.**
2. **Please include your original invoice in the parcel.** Refunds will be credited against your original method of purchase. If you placed your order using a gift voucher as your method of payment you will be sent a credit/gift voucher via email as soon as the return has been processed.
3. Complete the abi and joseph Return & Exchange form (this form) you received with your order, providing the relevant information including whether you require a refund or exchange and the reason/s why. *This form needs to be sent with the returned item/s.*
4. Pack your items into the original parcel packaging or new parcel packaging and ensure you include the receipt and your returns form. Post the parcel back to us:

   abi and joseph - Returns
   10/231 Holt Street
   Eagle Farm Qld 4009
5. **Please allow up to 5 business days for your return to be processed from date of receipt at abi and joseph.**
6. ***All returns must be received at the address above within 28 days of purchase. All returns received outside this 28 day period are unable to be processed and will be returned to sender.***
7. ***Garments where the swing tags have been removed are unable to be accepted for return due to hygiene reasons. No Exceptions. These garments are unable to be resold for hygiene purposes and will be returned to sender.***

Sale Purchases:

There is **no refund** on sale items for 'change of mind' or 'did not fit' (however we will exchange or organise a store credit within reason). We will provide a refund or exchange on an item that is faulty or not as described. A Sale Purchase includes any style not purchased at full price, including Mix and Match offers and multi buys. All returned items must still comply with the abi and joseph Returns Policy.

VERY IMPORTANT - Sending Returns:
abi and joseph highly recommends you send any goods you are returning in a postage satchel with a tracking service. You are responsible for the product until it reaches us and are required to keep a record of any tracking/consignment note numbers. abi and joseph will not be held accountable for any package sent by the customer which is lost in transit if it does not have track-and-traceable capabilities.

Return Delivery Costs:
All return shipping costs to abi and joseph are to be paid by the customer. In certain circumstances (where items sent by abi and joseph are damaged or faulty or the items sent did not match those items ordered) abi and joseph may cover the cost of the returned items but this must be agreed with abi and joseph and is at managements discretion. Please contact abi and joseph if this is the case. All exchanges will be sent back to the customer at our charge and at no cost to the customer.

For any additional information on our return policies, please contact us on (Australian Customers only) 07 3630 0612, or International: +61 7 3630 0612 or e-mail us at **sales@abiandjoseph.com**.