

Indulge Fashion Return Form

Transaction ID: _____

Order Date: _____

Return Date: _____

First Name: _____

Last Name: _____

Shipping Address: _____

Suburb: _____

State: _____

Zip/Postcode: _____

Country: _____

Phone: _____

Email: _____

Reason for return

Incorrect Size

Incorrect Item

Faulty Item

I wish to

Exchange

Store Credit

Refund

(\$12.50 shipping and handling cost will be deducted from all refunds)

Office Use Only

Goods Received:

Good

Poor

Comments: _____

Condition of Returns:

Return Processed:

Update System:

Processed by: _____

Returning Following Items:

Product Code	Colour	Size	Qty.
Special Notes:			

I wish to exchange it with:

Product Code	Colour	Size	Qty.
Special Notes:			

My Credit Card Details

(Credit card details are only required if the exchange exceeds the current value of your order – If you prefer to provide us with these details over the phone please call us on 1300 306 495)

Card Name: _____

Credit Card Number: _____

Expiry Date: _____

**All items must be returned to the address below:
Indulge Fashion - Returns
46/47 20-28 Maddox Street
Alexandria NSW 2015
Australia**

Indulge Fashion Returns Policy

We take great pride in providing you with a quality and valued experience when shopping at Indulge Fashion. If you are not satisfied with your purchase you may return unworn and unsoiled merchandise with all tags attached within 7 days from the date of shipping for a refund and 30 days for an exchange or store credit.

No returns will be accepted after 30 days from the date of shipment. If you wish to return goods to us, you may do so without giving us prior notice. Please complete the return form (In PDF Format) and enclose it with the returned goods. **No return can be processed without the completed returns form.**

The customer is responsible for any shipping fees when returning items back to us. Indulge Fashion does not take any responsibility for the arrival or misplacement of returns. Indulge Fashion recommends to use registered post for returning items back to us.

Returns will be processed at the time they are received. Exchanges for Australian Indulge Fashion customers are free of any shipping charges.

All international exchanges will be charged an international shipping fee of \$12.50 for the second exchange. If an exchange request is not able to be fulfilled one of our customer service staff will contact you to discuss alternative options.

Shipping costs are non-refundable and a fee of \$12.50 will be deducted for all refund requests, which takes into account the costs incurred from bank fees, re-stocking and handling your order. This amount will be deducted from the total value excluding vouchers and gift-wrapping. Refunds will only be issued for the actual amount of the items, and will exclude the value of any shipping charges. Indulge Fashion does not refund the cost of gift-wrapping.

If an order is partially refunded, and a complimentary shopping voucher has been used the value of the voucher will be proportionally deducted from the refunded amount. Since Indulge Fashion **does not store your credit card details** all refunds are processed by our merchant bank please allow between 14-21 business days for this to be processed. You will receive email notification once your refund has been completed.

Please note that we do not refund or exchange for hygienic reason on any returns of Hosiery Brands, Bracli, Cosabella, Lola Luna, Coconut Grove, BodyWrap or Backless Brief products. Or if goods have been worn, soiled or the tags have been removed.

No refunds are given on sale and clearance items or items purchased during special promotions or discount offers.

Items that are returned without the return form or are obviously worn, are soiled or have had the tags removed will be returned to the customer and the customer will be charged a shipping and handling fee of \$12.50.

If you would like further information please call us on 1300 306 495 or email us at shop@indulgefashion.com.au