

RETURN & EXCHANGE FORM

Return via Post to:

SACHA DRAKE BOUTIQUE
Shop 3 / 208 Given Terrace
Paddington QLD 4064

We take great pride in our reputation for quality, and if for any reason you are dissatisfied with your new purchase, we will gladly help you with an exchange or refund. We appreciate that you have not had the opportunity to try the garments on and have provided you with the below Returns Policy for your purchase.

Our Brisbane Boutique Phone Purchase Returns Policy covers:

Change of mind, incorrect item or size purchased, incorrect item or size delivered and any faulty* items.

- **We are happy to accept your exchange or refund within 7 days from receipt of your garment to the address above only.** Full priced products have a returns policy of 14 days from receipt of garment. We aim to dispatch the goods as soon as possible after payment has been received. Garments received after this period may not be eligible for refund.
- All returns for exchange or refund must be accompanied by one of the following: original receipt, photocopy of original receipt, this [completed] form.
- Refunds will be made in the same manner as original payment (excluding postage fee)
- In the case of items being exchanged (e.g. for another size) we will send the new item free of postal charges. All international purchases must be completed through Head Office.
- We will try our best to exchange the garment as requested, however if the garment is out of stock, we will refund you the cost of the garment (postage cost excluded).
- **Returned items must be in their original condition, unaltered, no pins/tape attached, unused/unworn and unwashed, with all tags, labels and hanging ties still attached. Items soiled with anything including make-up, deodorant marks, cigarette smoke or body odour will not be accepted for exchange or refund.**

Your refund/exchange will be processed upon receipt, inspection and verification of the returned garments. We recommend sending the returned garment via Australia Express Post or Courier to ensure safe and documented delivery.

Due to health reasons, earrings are not able to be returned unless faulty or wrongly described.

***Faulty Garments and Wear & Tear:**

SACHA DRAKE garments are made with luxury quality fabrics and need to be handled with care to ensure a long lifespan of that garment. Pulled threads are not the responsibility of the manufacturer. Please take care with jewellery, handbags, car seatbelts, and rough surfaces, all of which can rub and snag the fabric. Garments with pilling are not deemed as faulty. Always check the care label sewn into the garment for how to care for your garment. Any garments suspected to be faulty must be returned to SACHA DRAKE Head Office for review.

SACHA DRAKE

For purchases over the counter, in store:

We are unable to provide refunds for items purchased *in* our boutique if you have changed your mind or have made a wrong selection. You can choose to have a refund, exchange or credit to the store where goods are faulty*, wrongly described, different from a sample shown to you or don't do what they are supposed to do.

Please fill in the form below details and send with your garment.

Full Name: _____

Invoice Number: _____ **Date of Purchase:** _____

Phone Number(s): _____

Email Address: _____

Item(s) Returned	Size	Reason for Return

Would you like an Exchange? (please circle) **YES** **NO**

If yes, please exchange for:

Item	Colour	Size

Need help with your exchange or refund?

Please call 07 3368 1801 or email:
paddingtonstore@sachadrake.com