

# SACHA DRAKE

## ONLINE RETURN & EXCHANGE FORM

Return via Post to:

SACHA DRAKE Head Office

1/12 Walker Street

Woolloongabba QLD 4102

AUSTRALIA

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.

**Our Online 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 14 days from receipt of your garment to the address above only. SALE products have a returns or exchange policy of 7 days from receipt of garment. All OUTLET Items are non-refundable.** 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. The cost of return shipping is at the customers expense and is non-refundable.

• 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. With international purchases we prefer to get the size right before dispatching goods as international exchanges will incur freight charges.

• 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. Garments must be protected/wrapped in tissue paper or plastic as provided. 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

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

Full Name: \_\_\_\_\_

Order Number: \_\_\_\_\_ Date of Purchase: \_\_\_\_\_

Phone Number(s): \_\_\_\_\_

Email Address: \_\_\_\_\_

ITEM/S RETURNED	COLOUR	SIZE

## REASON FOR RETURN

- |                                      |                          |                          |                          |
|--------------------------------------|--------------------------|--------------------------|--------------------------|
| Size Too Big                         | <input type="checkbox"/> | Fault in Garment         | <input type="checkbox"/> |
| Size Too Small                       | <input type="checkbox"/> | Unsuitable Colour/Fabric | <input type="checkbox"/> |
| Incorrect Fit                        | <input type="checkbox"/> | Bought Additional Sizes  | <input type="checkbox"/> |
| Unsuitable for Occasion              | <input type="checkbox"/> | Change of Mind           | <input type="checkbox"/> |
| Looks Different to Image/Description | <input type="checkbox"/> | Received Wrong Item      | <input type="checkbox"/> |
| Other/Notes                          |                          |                          |                          |

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

If yes, please exchange for:

ITEM	COLOUR	SIZE

Need help with your exchange or refund?

We're always here to help!

Please call 07 3112 1818 or email:  
customerservice@sachadrake.com

Our office hours are Monday through Friday, 8:30am-5pm AEST.

**WWW.SACHADRAKE.COM**