

Step by Step Instructions for Returning Goods to The Lingerie Box

1. All items must be received back at The Lingerie Box within 30 days from the date of the original invoice sent with the original order. We can refund, exchange or issue a credit voucher for all goods returned.
2. Returned items must be in their original condition with all tags intact. Any item that is deemed to be un-returnable by The Lingerie Box, due to but not limited to – being worn, laundered, altered in any way and not in the original condition will be shipped back to the customer at their expense and we will be unable to refund your money. Please note that for health reasons, we are unable to accept returns on any panties, briefs, thongs, g-strings or any stockings.
3. There are no refunds or exchanges on any sale, specials, clearance or discounted items.
4. The customer is responsible for the return shipping costs when returning items back to us for a return or an exchange. The Lingerie Box does not take any responsibility for any lost or misplaced items during transit therefore we recommend that the customer uses registered post for all returns.
5. Please ensure that this Return Form is completed and emailed back within 7 days to refunds@thelingeriebox.com.au. The Return Form is to be used for all refunds and exchanges and the original copy **must also be sent back** with the returned goods to avoid any delays in processing.
6. All items being returned from overseas, need to have “Returned Goods” noted on the parcel.
7. Once a return has been received at The Lingerie Box, an email will be sent to the customer confirming receipt of the returned goods. All refunds/exchanges will be processed within 21 days of receipt. Allow an additional 5 days for any refund credits to appear on your credit card or bank records.
8. Refunds will be issued for the actual amount of the item(s) minus any Paypal / Ebay fees (*if applicable*) and minus any original shipping costs (*if applicable*).
9. If there is a difference in price between the items you are exchanging, you will be charged or credited the difference. Should the stock be no longer available, another item (of the customer's choice) may be chosen to the same value of the exchanged item.
10. All refunds will be repaid back as per the instructions detailed on the Returns Form. The options are via Paypal, Cheque or Direct Deposit.
11. All Australian customers' exchanges will be charged a standard re-shipping fee of AUS\$5.00. All international customers' exchanges will be charged a standard re-shipping fee of AUS\$10.00. This payment can be made via direct debit to BSB: 306-066, A/c Name: Francis Projects Pty Ltd, A/c Nos: 2484650 or by cheque made payable to Francis Projects Pty Ltd and must be completed prior to any exchanges being despatched.
12. Once a return has been finalised and shipped, an email will be sent to the customer confirming the return process is complete.

At any time, you can check on the status of your return, by emailing returns@thelingeriebox.com.au

All Returns/Exchanges must be sent to the following address –

The Lingerie Box, Returns, P O Box 1783, FREMANTLE, WESTERN AUSTRALIA 6959

Customer Details

Your Full Name	
Address Line 1	
Address Line 2	
Suburb	
Postcode	
Country	
Email Address	
Contact Number	

Original Order Details

Original Order Number	
Original Order Date	
Original Payment Method <small>(Paypal/Chq/Direct Deposit)</small>	

Return

Exchange

Return / Exchange Details

<i>Reason for Return / Exchange</i>	<i>I Wish to -</i>
Incorrect Item <input type="checkbox"/>	Exchange <small>(A shipping fee of AUS\$5.00 for Australian Orders and AUS\$15.00 for International orders applies)</small> <input type="checkbox"/>
Incorrect Size <input type="checkbox"/>	Full refund <small>(minus any original shipping/Paypal/Ebay costs)</small> <input type="checkbox"/>
Faulty Item <input type="checkbox"/>	Credit Voucher <small>(valid for 12 months)</small> <input type="checkbox"/>

Returning Item Details

Product Code	Colour	Size	Quantity

If Exchanging – Exchange Item Details

Product Code	Colour	Size	Quantity

Payment Options-

For full refund or if The Lingerie Box needs to credit customer's account for a difference in the price of exchanged items.

1	Paypal Email Address:			
2	Bank Name & Suburb	Bank BSB	Bank Account Number	Bank Account Name
3	Cheque Payee Name:			

Signature: _____

Date: _____