

# Lama'an Couture

ABN 55 311 231 680

## REFUND/ EXCHANGE FOR FAULTY ITEMS FORM

We are truly sorry. We are happy to refund/exchange for any faulty items at our cost. Please include your receipt and complete the below form.

### Customer Details

<b>First Name</b>	
<b>Last Name</b>	
<b>Address</b>	
<b>Email</b>	
<b>Contact Number</b>	
<b>Invoice Number</b>	

REASONS FOR RETURN: \_\_\_\_\_  
\_\_\_\_\_

RETURN				EXCHANGE TO (OPTIONAL)			
ITEM NAME #	SIZE	QTY	ITEM PRICE	ITEM NAME #	SIZE	QTY	ITEM PRICE
MERCHANDISE TOTAL			\$	MERCHANDISE TOTAL			\$

**REFUND POLICY: RETURN FOR REFUND/EXCHANGE FOR FAULTY ITEMS MUST MEET ALL FOLLOWING REQUIREMENTS:**  
("All items" in this context are referred as items listed as per invoice)

- ✚ All items must be returned within 21 days of invoice date.
- ✚ All items must be returned in its original condition in a postpak or box.
- ✚ All items must be returned and accompanied by Refund Form.
- ✚ For Refund(s), please ship faulty items via Parcel Post service at Australia Post to us. We will reimburse the cost.

You may return faulty items to us for a refund or exchange within 21 days of invoice date. We will be responsible for return shipping and handling charges, the fees will be credited to your original payment method.

Refund only available for faulty items. Items deemed subject to fair wear and tear will not be accepted as faulty. If necessary, we will seek second opinion from the supplier before a refund can be processed.

I hereby certify that the Return for Refund or Exchange of Faulty Items has met Lama'an Couture's Return Policy.

CUSTOMER SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

THANK YOU FOR SHOPPING WITH LAMA'AN COUTURE  
RETURN ADDRESS: UNIT 2, 36 JINDABYNE AVE, CHADSTONE VIC 3148, AUSTRALIA.