

donohues

ONLINE ORDER RETURN FORM

1 Check our conditions below to see if your item is eligible for return.

2 Complete this form and send your items to **PO Box 3242, Hermit Park Qld 4812**

3 Choose your preference: credit, refund or exchange

NAME _____ DATE _____

ORDER# _____

PHONE NUMBER _____

ADDRESS _____

EMAIL _____

ITEM NAME	SIZE	REASON FOR RETURN (TICK RELEVANT BOX/ES):
		<input type="checkbox"/> Wrong size/colour
		<input type="checkbox"/> Wrong fit
		<input type="checkbox"/> Other: _____

PLEASE CHOOSE YOUR PREFERENCE	ANY OTHER COMMENTS
<input type="checkbox"/> I would like a store credit in the form of a gift voucher <i>(can be used in store and online)</i>	_____
<input type="checkbox"/> I would like a refund <i>(we will contact you to obtain details for refund)</i>	_____
<input type="checkbox"/> I would like an exchange for another item <i>(please provide details):</i>	_____
_____	_____
_____	_____
_____	_____

PLEASE NOTE OUR RETURNS POLICY

If you would like to return your item/s, no problem, just fill out the returns form and send it back within 30 days. A returns form will be included with your original purchase. Please keep in mind, returns will only be accepted if the item is unworn, undamaged and returned within 30 days with the original labels and tags attached. Please ensure you include your full details (name, address, phone number) with any returned items. We are not able to provide a refund or exchange for change of mind on sale items. If the return does not meet the above criteria, Donohues reserves the right to reject the return. The shipping method and costs of shipping are the responsibility of the customer. It is recommended you return the goods via a method which provides tracking and proof of delivery. Donohues does not accept responsibility for returns that are not received. Allow 7 days for refunds to be processed, we may need to contact you to verify payment details and means of refund. Refunds will be credited by the same method you used to process the original sale. All refunds will be processed in AUD and Donohues accepts no responsibility for the variation in foreign currency. You will receive an email to confirm once your refund has been processed. We will only accept returns on purchases made from donohues.com.au or instore at Donohues, 230 Charters Towers Road, Hermit Park Qld 4812.

IF YOU HAVE ANY QUESTIONS PRIOR TO RETURNING YOUR ITEM/S, PLEASE CONTACT US AT SALES@DONOHUES.COM.AU OR 07 4775 5144.