

DAVID LAWRENCE

AUSTRALIAN RETURNS FORM

NEED TO RETURN SOMETHING? IT COULDN'T BE EASIER.

We offer complimentary returns by post within Australia.

We'll gladly accept returns within 30 days of receipt, any full price or sale item purchased from the David Lawrence online store that has not been worn or altered and is accompanied by its original price tag and receipt (excludes outlet). For our full returns policy please visit <https://www.davidlawrence.com.au/delivery-and-returns/>

Please also view our 'Things to remember' section overleaf for more information.

RETURN ITEM(S) BY POST FOR FREE WITHIN AUSTRALIA

We offer free returns by post for all online orders delivered within Australia either by Australia Post or ParcelPoint. Follow the below steps to book your return to us. **Once we have received your package, please allow 10 business days for your refund to be credited to your original payment method.**

FREE RETURNS WITH AUSTRALIA POST

Australia Post is an easy way to return your online purchase, giving you the option to drop off your parcel at your local Australia Post Office or red Australia Post box. If you would like to drop your return parcel at an Australia Post office or red Australia Post box, visit <https://returns.auspost.com.au/david-lawrence> and follow the instructions to create your return label.

FREE RETURNS WITH PARCELPOINT

ParcelPoint is the new, easy way to return your online purchases. Now you drop off parcels at your local store, when it suits you. Choose from hundreds of trusted locations, open weekends and after-hours to suit your lifestyle. If you would like to drop your parcel at one of the convenient ParcelPoint locations (like your local newsagent), visit <https://parcelpoint.com.au/davidlawrence>, select your desired ParcelPoint location and enter your details to obtain your ParcelPoint label.

RETURN INSTRUCTIONS

1. Visit Australia Post (<https://returns.auspost.com.au/david-lawrence>) or ParcelPoint (<https://parcelpoint.com.au/davidlawrence>) to start your return. Both return methods are free of charge and include tracking.
2. You will need your original order number to book in your return. You can find this in your order Invoice email or under 'My Orders' when logged in to your online account.
3. Download and print your shipping label. Apply to your package once you have securely packed your items.
4. Drop off your parcel to your nearest post office (only if selected Australia Post), or to any store offering ParcelPoint Returns (only if selected ParcelPoint).
5. Please allow **10 business days** for your refund to be credited to your original payment method.

TRACKING YOUR RETURN PARCEL

If you elected to return your parcel back to us by Australia Post, visit <https://auspost.com.au/mypost/track/#/search> and enter your parcel tracking number, this will have been included on the label emailed to you.

If you dropped your parcel off at a ParcelPoint location, visit <https://parcelpoint.com.au/track> and enter your 'ParcelPoint Reference' number, which is located in the 'Proof of Lodgement' confirmation email.

DAVID LAWRENCE

We'll gladly accept returns of any full price and/or sale item purchased from the David Lawrence online store that has not been worn or altered and is accompanied by its original price tag and receipt (excludes outlet). Items must be returned within 30 days of receipt of your online order.

For our full returns policy please visit <https://www.davidlawrence.com.au/delivery-and-returns/>.

ORDER NUMBER

(You can find this on your order confirmation email or the 'My Account' section online when you sign in)

VIP NUMBER

(This can be found on the receipt)

FIRST NAME **LAST NAME**

ADDRESS

SUBURB / CITY **STATE** **POSTCODE**

COUNTRY

DAYTIME CONTACT NUMBER

STYLE NUMBER	SIZE	COLOUR	QUANTITY	ADD REASON CODE *
Example: E123-14W -5768 <small>You can find this 10 or 11 digit number on the swing ticket and on your receipt</small>	14	Blue	1	<input type="text" value="2"/>
				<input type="text"/>
				<input type="text"/>
				<input type="text"/>
				<input type="text"/>
				<input type="text"/>
ANY ADDITIONAL COMMENTS YOU WOULD LIKE TO MAKE (OPTIONAL):				* REASONS FOR RETURN:
				1. Too big 2. Too small 3. Doesn't suit me 4. Ordered more than one size/colour 5. Not as pictured 6. Incorrect item received 7. Faulty

THINGS TO REMEMBER:

- All full price items purchased online can be returned by post for a refund.
- Items purchased online with Afterpay must be returned by post.
- Any sale items bought online are eligible for a refund and must be returned by post.
- Any outlet items bought online are not eligible for a refund. All sales are final.
- We will provide a refund on any full price, sale or outlet item that is faulty or not as described.
- Any items returned to us must be in their original condition – returned items that are damaged, soiled or returned without their original labels may not be accepted and may be sent back to the customer.
- When trying on clothing, please ensure that you are not wearing any fragrance, make-up or deodorant that may leave a scent or mark.
- The receipt you received from us with your original order must be included in the package that you return.
- Refunds will be credited to your original method of payment.
- We are unable to process refunds in person at our head office or the online store.
- We cannot offer returns on pierced jewellery, underwear, hosiery or swimwear if the hygiene seal is removed, unless they are of unsatisfactory quality or unfit for purpose.