

# elle zeitoune

www.ellezeitoune.com.au

## RETURNS POLICY

We want you to love what you have ordered, but if for some reason you don't, here's what to do...

Full-priced items in a saleable condition, unworn, and with original tags attached may be returned for a refund or an e-voucher.

Sale items in a saleable condition, unworn, and with original tags attached may be returned for an e-voucher only valid for 1 year.

Items must be returned within 14 days for Australian customers and 21 days for International customers. **Returns after this date, will strictly not be accepted.** Returns Postage is to be entirely covered by the customer's expense.

**PLEASE NOTE:** Returns can take up to 3 business days to process.

**Exchanges:** We're unable to process exchanges through our online store. To avoid disappointment, we recommend placing a new order for the item you would like to purchase, and returning your existing merchandise for a full refund to our online warehouse using the process below.

---

### When returning your item please follow the below steps;

1. Complete the information below in full.
2. Enclose this form within your returns parcel.
3. Post your unworn returned item with tags intact to the address provided below within the 14 or 21-day timeframe.

#### Elle Zeitoune Designs- Returns

Unit 10, 26 Burrows Road,

St Peters, NSW

Australia, 2044

#### Reason Code

1. Change of Mind
2. Style Doesn't Suit
3. Arrived too late
4. Item Faulty
5. Incorrect Item

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

Order #: \_\_\_\_\_

Circle one option: E-Voucher

Refund (not valid for sale items)

Qty	Return Item Style Name	Colour	Size	Reason Code

We observe the right to deny refunds if the merchandise returned fails to meet our refund policy requirements. Our E-Boutique Administrator is available between 9:00am and 3:30pm AEST Monday to Friday. If you require further information about our online returns policy, please email [admin@ellezeitoune.com.au](mailto:admin@ellezeitoune.com.au)