



Leona Edmiston Online Store Returns Policy

Online Returns Policy

Try your online purchases on in the comfort of your own home and if you need to return them, you have **14 days** from the date of shipment to do so.

Full-Priced Styles:

You may return your full-priced purchases for any reason, for a refund, Leona Credit or exchange (subject to availability) for any style at the same price as your order

All returns are subject to adherence to the terms stated below:

- Items must be in original condition and must not have been worn, altered or washed
- All tags must remain in place
- Every garment shipped has a tag attached reading "Please note that returns will only be accepted if this tag remains attached and garment is in unused condition"
- Once this tag has been removed, the garment is no longer returnable.

Sale Styles:

We do not provide refunds for sale items. This includes products that have been discounted for promotional period and permanent discounts. We can provide you a Leona Credit, subject to adherence the terms stated below:

- Items must be in original condition and must not have been worn, altered or washed
- All tags must remain in place
- Every garment shipped has a tag attached reading "Please note that returns will only be accepted if this tag remains attached and garment is in unused condition"
- Once this tag has been removed, the garment is no longer returnable.

Online Returns Procedure

1. Returns Form:

All deliveries come with an Online Store Returns Form, see reverse side. Alternatively, you can download this form from our website. This must be completed and send to us with your return.

2. Request a Return Authorisation Number:

If you intend to return your Leona Edmiston Online Order, you **MUST** contact our Online Customer Support team on support@leonaedmiston.com or call us on [\(02\) 9331 7177](tel:0293317177) to request a **RETURNS AUTHORISATION number** to complete the form below.

Please return your purchased goods, along with the Online Store Returns Form and the Invoice to the address provided by our Customer Support Team.

Please note that you are responsible for any costs associated with returning your items to us, and that the goods are your responsibility until they reach our Online Store.

3. Receipt of Return:

Upon receipt of the return, we will notify you of its arrival along with the status of the return.



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RETURNS AUTHORISATION number to complete the form below.

If you would like to exchange for another item please advise your exchange request at the time of contact by email or phone.

Please then return your purchased goods, along with the Online Store Returns Form and Invoice to the address provided by Customer Support.

Please note that you are responsible for any costs associated with returning your items to us, and that the goods are your responsibility until they reach our Online Store.

FULL NAME	
EMAIL	
ORDER NO.	
RA #	

Please fill in returned garment(s) information below:

PRODUCT CODE	PRODUCT NAME	PRODUCT SIZE	REASON CODE	REASON FOR REFUND CODE
				1. DOESN'T FIT ME
				2. DOESN'T SUIT ME
				3. FAULTY
				4. ARRIVED TOO LATE
				5. INCORRECT ITEM

I would like to receive an **exchange** (please fill in your request below)

I would like to receive a **100% Leona Credit** to be used within six months

I would like to receive a **refund**

If you selected to receive an exchange, please submit your exchange request below:

PRODUCT CODE	PRODUCT NAME	PRODUCT COLOUR + SIZE