

# REVIEW

## ONLINE RETURN FORM

### Having difficulties lodging your return online?

We have an alternative!  
Please include a copy of your receipt and this form in your return parcel.

Thank you,  
Review xx

**PLEASE NOTE:** NZ boutiques, Myer and David Jones Concessions are unable to accept returns for purchases made online. \*Click & collect orders must be returned to a Standalone store or Outlet store only.

### TO RETURN AN ITEM:

- 1 Pack your item in secure packaging.
- 2 Include a copy of your invoice or proof of purchase with your item.
- 3 Complete and include the Returns Form below via a prepaid and traceable method to ensure safe and documented delivery to:

**Review Ecommerce Returns Department**  
**c/o Fastline**  
**Window 3; 309 Fitzgerald Road**  
**Derrimut, VIC Australia 3030**

Alternatively you may return merchandise to any Review Boutique or Outlet store within 30 days of purchase.

### REASON FOR REFUND / EXCHANGE

Please tick one.

- Poor quality / faulty
- Doesn't fit
- Incorrect item received
- Parcel damaged on arrival

NAME:	
ADDRESS:	
CONTACT NUMBER:	
EMAIL:	
ORDER NO.	

QTY:	STYLE CODE:	COLOUR:	SIZE:	REFUND: (tick if applicable)	EXCHANGE: (For faulty purchases only. Please let the customer service team know, via <a href="mailto:online@review-australia">online@review-australia</a> )

FOR ANY FURTHER QUERIES PLEASE CONTACT:

Review Online Customer Service | Monday – Friday 9am-5pm | Telephone: +61 (03) 9902 5400 | Email: [online@review-australia.com](mailto:online@review-australia.com)

# REVIEW

## ONLINE RETURN FORM

### *Terms & Conditions*

Item(s) must be received back within 30 days of the date of your order. After 30 days, Review cannot accept returns for any reason other than if it is faulty (detailed further below).

#### REFUNDS

We are happy to accept item returns for a refund where:

- the goods are in saleable condition;
- the goods have not been worn or used;
- the goods have the original tags still attached;
- the goods are received back within 30 days of date of purchase;
- are accompanied by proof of purchase /invoice,

#### AND

We agree that the items are:

- Faulty (unless caused by you);
- Have been wrongly described; or
- Are different to the goods that you ordered.

We will then refund you the purchase price (excluding the freight fee).

#### EXCHANGES

We do not accept exchanges online unless faulty. You may still exchange your online purchase at one of our Standalone or Outlet stores.

Alternatively, you can return your purchase for a refund and place a new order online. Please contact [online@review-australia.com](mailto:online@review-australia.com) for further information.

#### NO EXCHANGE OR REFUND (UNLESS FAULTY)

Any items marked FINAL SALE on the receipt or swing tag, cannot be returned for an exchange or refund, unless unknowingly sold with faults.

Known faulty items marked as FINAL SALE cannot be returned for an exchange or refund.

Unless faulty, the following items are also non-refundable/exchangeable: lingerie, hosiery, jewelry, headwear accessories, cosmetics and nail polish.

#### RETURNS PROCESS - TO ONLINE STORE

To return an item:

- 1.) Pack your item in secure packaging
- 2.) Include a copy of your invoice or proof of purchase with your item.
- 3.) Please also include a fully completed Review Return Form. This was supplied with your order. If you didn't receive a Returns Form, please contact us at [online@review-australia.com](mailto:online@review-australia.com) and we will send you a new form.
- 4.) Send package including invoice and Returns Form via a prepaid and traceable method to ensure safe and documented delivery to:

**Review Ecommerce Returns Department**  
**c/o Fastline, Window 3; 309 Fitzgerald Road**  
**Derrimut, VIC Australia 3030**

Please note that Review take no responsibility for missing incoming deliveries. Return shipping charges are not refundable.

#### FAULTY GARMENTS / ITEMS

If you have received a faulty garment/item from an online order, please contact our Customer Service Department on **+61 (03) 9902 5400** or at [online@review-australia.com](mailto:online@review-australia.com)

If you are returning the item by post to us, please follow the Returns Process as described above. The alleged fault must be clearly identified to us in order for the item to be assessed. Review will reimburse any reasonable shipping charges for return of goods that are deemed faulty.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. Where permitted by law, all other rights are excluded.

**Please note these are Review online terms & conditions only and differ to our in-store terms & conditions.**