

## **SANDY BEACH BOUTIQUE RETURNS POLICY**

We understand that sometimes when buying on line your garments just don't suit you or don't fit properly. We have no problem with exchanging your order as quickly and pain free as possible. As all we ask is that you return the item/s within 14 days of purchase and that the item/s are in the same condition you received it/them in with all tags attached. We can exchange, refund or issue a store credit. We have a strong quality control process, however if your purchase arrives faulty, please contact us immediately via email or phone and we will organise exchange or refund immediately.

### **RETURNS MADE SIMPLE**

We have made this process as simple as possible. Your purchase will arrive with a returns form enclosed. If you misplace your returns form, you can download one by clicking on this link. (insert link)

Simply complete the returns form which allows you to do one of the following:

- Exchange purchase
- Receive a refund

We ask that you pay for the return postage and we will cover the postage to send your exchanged item back to you! We think that is a great deal.

We hope you love your purchases.

Lots of love

**Sandy Beach Boutique**

Xxx

## **TERMS AND CONDITIONS**

Our Returns Policy includes the rights the purchaser has under the Australian Consumer Law. We also provide you with additional benefits in addition to those rights.

All returns must be made within 14 days from the date of purchase. Items received after this period will not be accepted.

All items must be returned in the condition they were received. They must not have been worn, alternated, laundered or damaged in any way. All tags must still be in place.

If an item is faulty we will pay for the return and replacement postage.

For faulty items outside the 14 day return period, please contact us immediately on 0408 241 594 or [austin.brigid@gmail.com](mailto:austin.brigid@gmail.com)

If you are exchanging an item we ask you to pay for the return postage and we will pay for the exchanged item to be posted back to you.

If you are asking for a credit on an item we ask you to pay for the return postage of the item.

For any further questions please do not hesitate to contact Sandy Beach Boutique between the hours of 9am and 5.30pm Monday to Friday on 0408 241 594 or email [austin.brigid@gmail.com](mailto:austin.brigid@gmail.com)