



RETURN FOR CREDIT OR REFUND

PLEASE POST THIS FORM WITH YOUR RETURNS TO:

Grace Knitwear
Spring Creek Road
Violet Town, Victoria
Australia 3669

TERMS & CONDITIONS OF CREDIT OR REFUNDS

- Consumers have 30 days to return the goods for credit or refund to GRACE KNITWEAR
- Goods must be returned in the original package, unworn, undamaged and with all labels attached
- Refunds can take up to 10 business days to process
- Please complete all details within this form correctly to ensure your refund can be processed quickly
- Should the information provided not fulfill the requirements for a refund you will be notified by phone with a follow up email
- Should you choose GRACE KNITWEAR credit then return shipping costs will be refunded by GRACE KNITWEAR provided you use Australia Post. Should you choose a refund then shipping costs will be borne by the customer
- A legible copy of the postage receipt, showing the total cost to send the goods back to us, must be included for postage refund
- Please include your original receipt or order email confirmation

RETURNS CHECKLIST

Are the goods you wish to return:

- Not of merchantable quality (faulty)
- Not fit for their intended purpose
- Do not match the description given to the consumer (we cannot be responsible for the accuracy of colour rendition as the variability of servers, computer programs and screens render this impossible)
- You did not receive clear title to the goods (you did not receive a payment confirmation from our payment gateway to confirm you have paid for the goods)

If you have experienced one or more of these conditions with your purchase you are entitled to a store credit or refund. This includes:

- Full priced goods
- Sale items that did not meet the above statutory conditions (unless they were advertised and sold as seconds)



CUSOMER DETAILS

Full Name

Contact Number

Order date

Order ID

Email

What are you returning?

Style

Size

Colour

Price

Are you applying for (please tick)

Store Credit

Refund

Reason for return

Grace Knitwear
Spring Creek Road
Violet Town, Victoria, Australia 3669

trobynbetts@gmail.com
phone 0427 879 998