

Order Number :

Thank you for shopping at Jeanswest Online! We hope you love your new purchase!

## RETURNS & EXCHANGES

### Not your perfect fit?

You can return items, and exchange selected items, within 30 days, if unworn and unwashed, with labels and tags attached, and proof of purchase (ie. Tax Invoice) is provided.

### The easiest option?

Visit any Jeanswest store. Please check first that the item you wish to exchange your original purchase for is available to avoid disappointment. Visit our store locator online or contact our support team, they're great at hunting down hard to find items.

For exchanges sent back to our online warehouse, we recommend that you simply re-purchase the desired new size/colour online then return the originally purchased item for a refund. This is due to the delivery time it takes to receive and process your item, especially for our international customers. Items sell out quickly and we would hate for you to miss out! Please note if we are unable to fulfil an exchange request, a refund will be issued for your purchase.

### How to?

Simply complete this form including the reason for the return/exchange and if required, the product name, size and colour you wish to exchange your original purchase for. Please note a prepaid pre-addressed courier bag needs to be enclosed with your item in order for us to send your new item back to you, along with your original receipt/tax invoice (emailed to you at the time of purchase).

If you do not provide a return prepaid pre-addressed courier bag, a refund will be processed for your item.

### In New Zealand send to:

Jeanswest New Zealand Online - Shop 11, Westfield Albany,  
219 Don McKinnon Drive, Albany 0632, New Zealand

### Other including Australia send to:

Jeanswest Online, Unit 1, 7 Chifley Drive,  
Chifley Business Park, Moorabbin Airport VIC 3194

## RETURNS & EXCHANGES FORM

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

Daytime Contact Number : \_\_\_\_\_ Suburb : \_\_\_\_\_ State : \_\_\_\_\_ Postcode : \_\_\_\_\_

### Reason for Return or Exchange :

☐ Changed my mind/need different size. You must include a self-addressed postage paid satchel, envelope or bag if you wish to exchange these items.

☐ Wrong item delivered

☐ Faulty item - please describe fault : \_\_\_\_\_

RETURNS Item Name	Style Number	Colour	Size	Price \$
			TOTAL REFUND \$	

EXCHANGES Item Name	Style Number	Colour	Size	Price \$
You must include a self-addressed postage paid satchel, envelope or bag for "Changed Mind" returns.			TOTAL EXCHANGE \$	

OFFICE USE ONLY :

Date received : \_\_\_\_/\_\_\_\_/\_\_\_\_

Date refunded : \_\_\_\_/\_\_\_\_/\_\_\_\_

Amount refunded : \$ \_\_\_\_\_

THIS IS NOT  
A TAX INVOICE

**Please note:**

- This packing slip is not a Tax Invoice. Returns and exchanges require a copy of your Tax Invoice emailed to you at the time of purchase.
- If you have ordered full price and clearance products, your order may be delivered in two or more separate deliveries on different days.
- Please note if you wish to exchange an item, a pre-paid return courier bag must be included with your item; otherwise a refund will be issued.

**Afterpay Transactions**

- If you wish to return an Afterpay purchase in-store for a refund, you will be issued with a refund for the combined total of instalments which have already been paid. Any remaining scheduled payments will be cancelled. For example, if you have purchased an item with a total value of \$80.00, and have paid 2 instalments of \$20.00 each, you will be refunded a total of \$40.00.
- Unfortunately we are unable to offer in-store exchanges on Afterpay transactions. These must be processed by our online warehouse and can be returned using this form.

**Online Marketplace Transactions (such as eBay and Catch)**

- Unfortunately we are unable to offer in-store exchanges on purchases made via online marketplaces such as eBay and Catch. These transactions must be processed by our online warehouse and can be returned using this form.

**JEANSWEST RETURNS POLICY**

Jeanswest will happily exchange or refund an item if it is faulty and proof of purchase is provided. If you simply change your mind, we'll also refund or exchange items of the same value within 30 days if unworn and proof of purchase is provided. Refunds and exchanges are most easily done at any of our 200+ Jeanswest stores. Can't get to a store? Call Customer Service on 1800 888 759 (Australia) or 0800 448 415 (New Zealand) for assistance. **Returns of an item that are part of a promotion will impact the price paid and refunded.**