

Online Store Returns & Exchange Form



Return address for all returns:

Lit Lifestyle
Returns
45 Bridge Street East
Benalla, VIC, 3672

RETURNS PROCESS

1. Complete this **returns form**.
2. Package the items you are returning, along with the return form (The packaging you received your order in is re-useable for returns)
3. Post the package to the online returns address above.
4. You should receive your refund (or for exchanges, your replacement item) within 14 days. All refunds are made to the original method of purchase.

EXCHANGES

- For exchanges of an alternate size or colour (of the same style), use the returns process above.
- No exchange on Sale items.

CONDITIONS

Returns or exchange for change of mind (or does not suit, incorrect size ordered etc) are accepted provided that:

- the item/s is in original condition (unworn, unwashed) and not damaged,
- original tags attached,
- the return form is completed and enclosed with the items,
- The return is received within the specified returns window - 14 days,
- No exchange on sale items, and
- No refunds or reimbursement for freight or postage costs (except for faulty items).

FAULTY ITEMS

Please use the returns process above, and also provide a copy of your **postage receipt** once sent. We will reimburse reasonable postage costs for the return of faulty garments.

Name: _____

Order Number: _____

Daytime Phone: _____

Product Name/ Code	Colour	Size	Reason	Amount

TOTAL:
