

Sills + Co

Returns & Exchanges

Name _____

Order # _____

Please check the following before sending:

- You are returning your item(s) within 14 days of purchase.
- Items are in their original condition, unworn, unwashed & free from damage.
- Personal care and intimate items cannot be returned or exchanged if you change your mind due to hygiene reasons, these items include: earrings, hair pieces, face masks, socks and underwear.

Step 1: Let us know why you are sending your item(s) back

- | | | | |
|--------------------------|---|--------------------------|---------------------------------|
| <input type="checkbox"/> | Too Big | <input type="checkbox"/> | Item is not as pictured |
| <input type="checkbox"/> | Too Small | <input type="checkbox"/> | The item arrived marked/stained |
| <input type="checkbox"/> | Fit is not quite right (please specify) | <input type="checkbox"/> | Item is faulty (please specify) |
| <input type="checkbox"/> | I received the wrong item | <input type="checkbox"/> | Other (Please specify) |

Step 2: Tell us what you'd like to do

Exchange

- Size Swap (if available). Please specify new size: _____

Refund

- My original payment method (less shipping costs)
- Please note Sale items are not eligible for a refund to the original payment method
- Sills + Co Store credit

Please send your return or exchange via track and trace to:

Sills + Co
Attn: Online Returns
26 Clarence Street,
Devonport
Auckland 0624

If you are returning an item from outside of New Zealand please mark that it is **Returned Goods** on the customs declaration form.

Once we have received your item(s), we will send a confirmation email to confirm we have processed your exchange request or refund option.

You can find more information on our website under **Customer Care** or for further help and support email shop@sillsandco.com