

# Sills + Co

## Online 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)          |

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

**Exchange**

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

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**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](mailto:shop@sillsandco.com)