



Leona Edmiston Online Store Returns Policy

Online Returns Policy

Try your online purchases on in the comfort of your own home and if you need to return them, you have 14 days from the date of shipment to do so.

Full-Priced Styles:

You may return your full-priced purchases for any reason, for a refund, exchange (subject to availability) or Leona Credit, subject to adherence to the terms stated below:

- Items must be in original condition and must not have been worn, altered or washed
- All tags must remain in place
- Every garment shipped has a tag attached reading "Please note that returns will only be accepted if this tag remains attached and garment is in unused condition"
- Once this tag has been removed, the garment is no longer returnable.

Sale Styles:

You may return sale purchases for an exchange (subject to availability) or Leona Credit, subject to adherence the terms stated below:

- Sale item is not advertised as final clearance sale
- Items must be in original condition and must not have been worn, altered or washed
- All tags must remain in place
- Every garment shipped has a tag attached reading "Please note that returns will only be accepted if this tag remains attached and garment is in unused condition"
- Once this tag has been removed, the garment is no longer returnable.

Final Clearance Styles:

We do not accept returns on final clearance purchases, as advertised; unless the item is deemed faulty, whereby the Faulty Returns Policy will apply.

The above policy only applies to the Leona Edmiston Online Store. Leona Edmiston stores are unable to accept returns on items purchased online, and in turn purchases made in-store cannot be returned to the Online Store.

Online Returns Procedure

1. Notify Us:
Please notify us of your intent to return via email to support@leonaedmiston.com within 7 days of shipment. In this email include your order number, and whether you request a refund, exchange or Leona Credit. If you wish to exchange your item, please specify the new style, colour and style you wish to exchange for.
2. Returns Form:
All deliveries comes with an Online Store Returns Form, see reverse side. Alternatively, you can download from our website. This must be completed and send to us with your return.
3. Returns Address:
Please return your purchased goods, along with the Online Store Returns Form and the Invoice to the below address

Leona Edmiston Online Store
Studio 6, 32 Ralph Street
Alexandria NSW 2015

Please note that you are responsible for any costs associated with returning your items to us, and that the goods are your responsibility until they reach our Online Store.

4. Receipt of Return:
Upon receipt of the return, we will notify you of its arrival along with the status of the return.



Leona Edmiston Online Store Returns Form

If you intend to return your Leona Edmiston Online Store Order, please fill in the below form.

Please return your purchased goods, along with the Online Store Returns Form and the Invoice to the below address

Leona Edmiston Online Store
Studio 6, 32 Ralph Street
Alexandria NSW 2015

Please note that you are responsible for any costs associated with returning your items to us, and that the goods are your responsibility until they reach our Online Store.

FULL NAME	
EMAIL	
ORDER NO.	

Please fill in returned garment(s) information below:

PRODUCT CODE	PRODUCT NAME	PRODUCT SIZE	REASON CODE	REASON FOR REFUND CODE
				1. DOESN'T FIT ME
				2. DOESN'T SUIT ME
				3. FAULTY
				4. ARRIVED TOO LATE
				5. INCORRECT ITEM

- I would like to receive an **exchange** (please fill in your request below)
- I would like to receive a **110% Leona Credit** to be used within six months (amount you paid plus 10% extra)
- I would like to receive a **refund**

If you selected to receive an exchange, please submit your exchange request below:

PRODUCT CODE	PRODUCT NAME	PRODUCT COLOUR + SIZE