

SHEIKE ONLINE RETURNS/EXCHANGE FORM

Online Exchanges/Refunds

If you wish to return an online purchased item simply because you change your mind, we are more than happy to offer an exchange for another item to the same value or provide you with a full refund for the item (less shipping cost) provided;

- The item is unworn and in its original condition with labels/tickets still attached
- The item is returned with a copy of the original receipt
- The item is returned within 10 days from the date of purchase
- The item is returned with a completed exchange/refunds form
- This does not apply to accessories or hosiery due to health regulations.
- SALE items cannot be refunded or exchanged unless faulty

Please return your parcel with the completed form to:

SHEIKE ONLINE RETURNS
Unit 2 / 19-21 Bourke Road
Alexandria NSW 2015

A self addressed express post satchel must be provided with return to ensure we can send you your item back in a timely manner. Shipping and handling costs incurred for a refund or exchange are not refundable, unless the item is faulty.

Our customers are entitled to a refund if the item is faulty, not of merchantable quality or not fit for its purpose. SHEIKE reserves the right to ask you to demonstrate that you did not cause or create the fault in the item. If your item is faulty and can be determined faulty in the store you are entitled to a full refund of the amount listed on your receipt. If the store cannot determine the fault your item will be sent back to head office to be examined by our design team, and if the garment is correctly identified as faulty, you will be reimbursed the amount for the item listed on your receipt.

If you are unsure whether you are eligible for an exchange/refund please contact our customer service team by;

Email: online@sheike.com.au

Phone: (02) 9336 2100 Monday to Friday, 9am – 5pm

DATE: _____ **ORDER ID:** _____ **INVOICE NO:** _____

CONTACT DETAILS:

Full Name: _____

Email: _____

Phone: _____ Mobile: _____

Address: _____

State: _____ Post Code: _____

Country: _____

I WOULD LIKE TO: (Tick where applicable)

Exchange:

Refund:

Reason for exchange/refund:

PAYMENT ON INITIAL PURCHASE: (Please note if a refund is processed this is the form of payment the refund will be made through)

Credit Card:

PayPal:

SHEIKE Gift Card/eCard:

Card value used: _____

RETURNED ITEM(S):

Item 1

Style Code: _____

Style Name: _____

Colour: _____

Size: _____

Item 2

Style Code: _____

Style Name: _____

Colour: _____

Size: _____

Item 3

Style Code: _____

Style Name: _____

Colour: _____

Size: _____

EXCHANGING FOR: (Please make selection from available items online at www.sheike.com.au)

Item 1

Style Code: _____

Style Name: _____

Colour: _____

Size: _____

Item 2

Style Code: _____

Style Name: _____

Colour: _____

Size: _____

Item 3

Style Code: _____

Style Name: _____

Colour: _____

Size: _____

INTERNATIONAL CUSTOMERS: Please provide credit card details below to have shipping charges made for the return courier costs to your country.

Card Type: (Please circle) MASTERCARD VISA AMERICAN EXPRESS

Card Number: _____ Expiry Date: _____

CVV: _____ (3 digit number on reverse of card. For Amex 4 digit on front of card.)