

product returns form

our promise

We understand you want more from your shopping experience – more personal attention, more style, more value, more service and more fun. Our commitment is to seek out stylish and quality merchandise and to supply a personal and fulfilling service right to you, or your host's, front door.

Our friendly, knowledgeable Independent Stylists are committed to delivering a personal shopping experience you will remember. In the end, our promise is simple: we take complete pride in the quality of our products and want you to fall in love and stay in love with them.

returns policy

View the Returns Policy overleaf.

instructions for returns and exchanges

- 1. Product return** – For the item/s you wish to return/exchange, please complete all details in the **Product Return** section below. Select a **Return Reason Code** from the list below the table, with an explanation if required.
- 2. New product required** – If exchanging item/s, please also complete all details in the **New Product Required** section below (even if it is the same item as the one being returned). **Please note a postage and handling charge of \$13.50 applies.**
- 3.** If the item you are returning/exchanging is faulty, there is no postage and handling charge. You may contact our Customer Support team for a Reply Paid address to return your item.
- 4.** Once you have completed the form below, please send it to us **with** the returning item/s for processing.

Questions? Please call your Independent Stylist or our Customer Support team on freecall **1800 641 089** or visit our website **lorrainelea.com** and lodge your enquiry on the Contact Us page.

event / online order number		
name	address	
phone	suburb/town	
email	state	postcode

product return

return reason codes

01 exchange requested | **02** wrong item delivered | **03** faulty item – explanation required | **04** damaged in transit | **05** other – explanation required

product code	description of product	qty	unit price	amount	e – exchange c – credit r – refund	return reason code (01 – 05)

explanation

new product required

product code	description of product	qty	unit price	amount

postage/handling \$
less any returned product value – \$
total \$

payment / refund details

<input type="radio"/> Visa <input type="radio"/> Mastercard		<input type="radio"/> Direct Deposit (REFUNDS ONLY)
cardholder name		BSB
card # <input type="text"/>		acct #
expiry <input type="text"/> / <input type="text"/>	amount \$	acct name
cardholder signature		

Please carefully read the Returns Policy overleaf, then enclose this form with your item/s as per the instructions provided above, and send to:

Lorraine Lea
PO Box 362
Ferntree Gully
VIC 3156

returns policy

We hope you love your new purchase, but on the off chance that you don't, we've made our exchange & returns process simple, easy and hassle free.

exchanges

Should you wish to return an item purchased, all we ask is, you follow these simple guidelines:

- Item (s) that you have ordered incorrectly or changed your mind the item(s) must be returned within 30 days from the dispatch date.
- Item(s) must be unused, undamaged and unwashed, and in the original packaging.
- Item(s) sealed for hygiene reasons (such as pillows, mattress toppers/protectors, quilts) can only be returned if the seal is intact.

Please note postage and handling will apply for exchanges. See also Afterpay.

faulty item

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. Every now and then a manufacturing fault may occur. In this instance, you are entitled to a replacement or refund for major failure and compensation for any reasonably foreseeable loss or damage. You are entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality, is not fit for its purpose or is different from its description or sample.

Please contact your Independent Stylist or our Customer Support team as soon as you discover the fault, advising of the faulty item, a description of the fault and the order number. You will be provided with a Reply Paid address.

change of mind

Should you wish to return an item(s) purchased due to change of mind, the item(s) must be returned within 30 days from the dispatch date.

- Item(s) must be unused, undamaged and unwashed, and in the original packaging.
- Item(s) sealed for hygiene reasons (such as pillows, mattress toppers/protectors, quilts) can only be returned if the seal is intact.

Please note postage and handling will apply for exchanges. See also Afterpay.

refund

Should you wish to return an item(s) for a refund, the item(s) must be returned within 30 days from the dispatch date.

- Item(s) must be unused, undamaged and unwashed, and in the original packaging.
- Item(s) sealed for hygiene reasons (such as pillows, mattress toppers/protectors, quilts) can only be returned if the seal is intact.
- If your purchase was paid using Host Reward Credits, the amount paid by using Host Reward Credits will be reissued in the form of a credit note and the remaining paid amount refunded as per the original method of payment.

- If the item(s) purchased were paid using a credit note or promotional voucher Lorraine Lea will provide an exchange.

Lorraine Lea is not liable for any loss, damage or delay arising from, or in connection with, the transport and return of the item(s) to Lorraine Lea.

Please allow 7-10 working days to process the refund from when the return has been received. We do not refund postage and freight charges.

outlet and clearance

Please choose item(s) carefully as refunds for change of mind are not available on Outlet/Clearance items (subject to Australian consumer guarantees).

Should you wish to return an Outlet or Clearance item(s), you have the choice of an exchange or credit note in accordance with our Returns Policy.

credit notes

Our credit notes are valid for 12 months from the date of issue. Credit notes can be redeemed when placing an order with your Lorraine Lea Independent Stylist, in a home styling event, and/or online.

Please note credit notes are not transferable and cannot be used to purchase gift vouchers or reverted to a refund.

Lorraine Lea gift cards

Lorraine Lea gift cards cannot be returned if you change your mind. They also will not be exchanged for another denomination or tender such as cash. Lorraine Lea in accordance with the law provide gift cards with a 3 year validation. Please note that Lorraine Lea is not responsible for and is unable to replace gift cards which are lost or stolen.

Afterpay / PayPal

Afterpay doesn't support change of mind or product exchange.

If a customer decides to return goods to Lorraine Lea and request a refund, they directly arrange the return with Lorraine Lea Customer Support, ensuring the goods are returned according to the Lorraine Lea returns policy. Unless Afterpay are notified by Lorraine Lea Customer Support that a return and refund is in progress, they will continue to process any automatic payments in accordance with the dates set out in the customer payment schedule. Until such time that Lorraine Lea Customer Support has confirmed the return of the goods and has issued a refund to Afterpay for those goods, the customer will remain liable to Afterpay for the full payment of the goods, in accordance with the payment schedule.

For our complete Returns Policy, please visit lorrainelea.com/policies

If you have any questions, please call your Independent Stylist or Customer Support on freecall **1800 641 089** or visit our website at lorrainelea.com and lodge your enquiry on the Contact Us page.