

# ONLINE RETURNS FORM

Full price items in their original condition with tags intact can be returned for a credit note or refund. Discounted items are eligible for an Oroton credit note to be used online or in store. You can make an exchange at your closest Oroton store. To exchange clothing items, please visit an Oroton store that stocks the clothing collection. Pierced earrings cannot be returned unless deemed faulty. Online orders placed with PayPal or Afterpay cannot be refunded in store.

For refunds and Oroton credits, all item(s) must be in their original condition and returned within 14 days of receiving your delivery.

- Step 1.** Fill in your name, contact number, order number and customer reference number
- Step 2.** List the item(s) being returned and reason code(s)
- Step 3.** Pack your item(s) securely, enclose this form and attach the pre-paid returns shipping label below (removing all existing labels from the box or package)
- Step 4.** Drop your parcel off at your closest Australia Post Office


NAME	CONTACT NUMBER	ORDER NUMBER	CUSTOMER REFERENCE NUMBER #

QTY	PRODUCT CODE/DESCRIPTION	REASON CODE	REASON CODES
			1. LOOKS DIFFERENT TO ONLINE
			2. IS NOT SUITABLE
			3. FAULTY
			4. INCORRECT ITEM RECEIVED
			5. TOO SMALL
			6. TOO BIG
			7. ORDERED MULTIPLE SIZES
COMMENTS			8. OTHER (PLEASE SPECIFY)

Please note: Our Reply Paid account does not offer a tracking service. We recommend you obtain a tracking number to ensure your parcel returns to us safely as we are not liable to provide compensation if your return goes missing.

Your return will be completed within 3 business days of receipt. We'll send you an email to let you know once your refund/Oroton credit note has been issued. For more information, please visit [www.orothon.com/help/returns](http://www.orothon.com/help/returns) or free call 1800 061 047 (8.30am to 5pm AEST, Monday to Friday).

We do not cover the cost of international returns or provide online exchanges. If you need to return your international order, please contact [customercare@orothon.com](mailto:customercare@orothon.com).



# OROTON

## REPLY PAID 89593

### ATTN: CUSTOMER CARE

### PO BOX 465

### NORTH SYDNEY

### NSW, 2060