

# FOREVER NEW

## RETURNS FORM

Order Date	Order Number

### Wanting to return your item?

**Please note:** this form should only be used by customers in Australia to return items purchased before 30 October 2018.

If you have changed your mind on a purchase we will refund to your original method of payment, provided that:

- You return the item within 14 days (inclusive) from the tracked date of delivery
- You produce your original Forever New invoice (receipt) when you return the item
- The item is in original saleable condition
- The item was originally purchased on-line

We encourage you to return your parcel via registered or traceable postal services as all returned parcels remain the responsibility of the purchaser until received by Forever New. Please note, return postage costs will be at your own expense. If the item(s) you wish to return is faulty or not as ordered, please contact [customerservice@forevernew.com.au](mailto:customerservice@forevernew.com.au) or call **1300 720 687** before posting your return.

REASON CODE				
1. Wrong size/colour 2. Change of mind 3. Faulty (Please Specify) 4. Incorrect item received 5. Item not as depicted				
QTY	STYLE CODE	PRODUCT	PRICE	REASON CODE
			Total Refund Price	\$

### Completing an Online Returns Form

Fill in the required fields above and send with your parcel to the online return address listed.

For more information on our returns policy please see [forevernew.com.au/returns](http://forevernew.com.au/returns) on our website or email [customerservice@forevernew.com.au](mailto:customerservice@forevernew.com.au)

#### Please send all returns to:

Forever New Online  
9-13 Annick Crescent  
Truganina, Victoria, 3029  
Australia