

EVER NEW

MELBOURNE

RETURNS FORM

Wanting to return your item?

Please note: this form should only be used by customers in Canada to return items purchased before 10 September 2019.

Order Date	Order Number

If you have changed your mind on a purchase we will exchange your item or if the item is unavailable for exchange, refund 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 Ever New invoice (receipt) when you return the item;
- The item is in original saleable condition;
- The item was originally purchased online.

Please note, Sale items can be returned for exchange only, NO REFUNDS will be given for sale items.

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 Ever 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@evernew.ca or call 1 (855) 383-7876 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	Exchange Product	Exchange Colour	Exchange Size	Exchange Price
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 evernew.ca/returns on our website or email customerservice@evernew.ca

Please send all returns to:

Ever New Online
 C/O SDR Distribution Services
 7939 Huston Rd
 Delta, BC, V4G 1C2
 CANADA