

FOREVER NEW

Order Date	Order Number

Wanting to return your item?

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 of the tracked delivery date).
- The item is in original saleable condition.

If you received an incorrect item or a faulty item, we will give you a refund if:

- You return the item within 30 days (inclusive of the tracked delivery date).

We recommend you return your parcel via registered or traceable postal services or couriers as all parcels remain your responsibility until received by our warehouse.

For any questions, please reach out to our customer service team on customer.service@forevernewclothing.com

REASON CODE			
1. Change of mind 2. Faulty (please specify) 3. Incorrect item received			
Quantity	Product Name	Price	Reason Code

Completing the Returns Form

1. Fill in the required fields above.
2. Email a copy of the form to lovethesales-customerservice@forevernew.com.au
3. Include the form in the package along with the item you are returning.
4. Send the package to our warehouse.
5. You will be notified via email once your return has been received by our warehouse.
6. Love the Sales will trigger the refund to your original payment method.

Please send all returns to:
 Forever New Online
 Noatum Logistics UK Limited
 Unit 1, Horizon Point, Swallowdale Lane,
 Hemel Hempstead, HP2 7FZ