

DAVID LAWRENCE

Need to return something? **It couldn't be easier.**

We offer complimentary returns to any of our **DAVID LAWRENCE** standalone Australian stores.

We also offer complimentary returns by post within Australia.

We'll gladly accept returns within 30 days of receipt, any item purchased from the David Lawrence online store that has not been worn or altered and is accompanied by its original price tag and receipt. For our full returns policy please visit <http://www.davidlawrence.com.au/DL>Returns-Policy.html> Please also view our 'Things to remember' section overleaf for more information.

BY POST

REQUEST A RETURN BY EMAIL AND SEND BY POST (COMPLIMENTARY WITHIN AUSTRALIA).

1. Send an email to onlinestore@davidlawrence.com.au to request a Post Return Label – please include your full name, order number (this can be found in the 'My Account' section online when you sign in or on your order confirmation email), VIP number and let us know if you are requesting a refund.
2. You will then receive an email from **Australia Post** with your Post Return Label. This label will include instructions on how to return your item(s) by post.
3. Fill out the form overleaf to let us know if you would like a refund. You may also request an exchange, however we strongly recommend you purchase your preferred item and send back the unwanted item for a refund to avoid disappointment as we are unable to process the exchange if the item has sold out.
4. Pack your item(s) into the original packaging (or new packaging) and ensure you include the receipt and this returns form.
5. Post the parcel back to us (instructions for this will be on your Post Return Label from Australia Post).

Once we have received your item(s) we will send you a confirmation by email. If you have requested a refund please allow up to 2 weeks from the confirmation date for your account to be credited.

IN STORE

BRING YOUR ITEM(S), RECEIPT AND PAYMENT CARD INTO ANY AUSTRALIAN STANDALONE STORE.

To return or exchange an item in store, please take your item(s), receipt and payment card into any Australian David Lawrence standalone store (excluding outlets and our concessions in Myer and David Jones). Please ensure you take the original card you paid with online. If you paid by PayPal you will be refunded back to a credit or debit card.

Please note: We are unable to process refunds in person at our head office or online store.

INTERNATIONAL RETURNS

REQUEST A RETURN BY EMAIL AND SEND BY POST.

We currently do not offer complimentary returns on orders delivered outside of Australia. International orders must be returned by post. We regret that international purchases are unable to be returned to one of our stores.

1. Fill out the form overleaf to let us know if you would like a refund. You may also request an exchange, however we strongly recommend you purchase your preferred item and send back the unwanted item for a refund to avoid disappointment as we are unable to process the exchange if the item has sold out.
2. Pack your item(s) into the original packaging (or new packaging) and ensure you include the receipt and this returns form.
3. Post the parcel back to the following address;
David Lawrence online store, 219-231 Botany Road, Waterloo, NSW Australia 2017

Please note: To ensure the safe return of your parcel back to us we recommend you use a trackable postal service - unfortunately we are unable to track the parcel for you.

Once we have received your item(s) we will send you a confirmation by email. If you have requested a refund please allow up to 2 weeks from the confirmation date for your account to be credited.

